

# Cardiff Older Persons Housing Strategy 2019-2023



“This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg.”



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# Introduction

This Older Persons' Housing Strategy sets out how the Council and partners will shape and deliver housing and related services for older people that meet a variety of needs and aspirations, and how this provision can help address wider health and social care priorities.

The age at which someone is defined as 'older' varies between national, regional and local contexts. It is acknowledged that many people defined as older do not consider themselves to be 'old', however some will begin to experience physical decline or deterioration in their 50's and may begin to actively plan for their retirement, including considering more suitable accommodation. This strategy covers those aged 50 and above, with a focus on the older age ranges and people with specific needs.

## Housing Challenges of an Ageing Population

Like many other areas, Cardiff's older population is projected to increase considerably over the next 20 years. This presents a number of housing challenges. Increased incidence of age-related conditions such as mobility or sensory impairment, frailty and chronic diseases, means that more residents are likely to require specialist accommodation or additional assistance to remain living in their current homes.

Poor or unsuitable housing can impact disproportionately on older peoples' physical and mental health, independence and well-being. For example, a badly designed or



maintained environment increases the risk of trips and falls, whilst a damp or cold home can cause or exacerbate respiratory conditions.

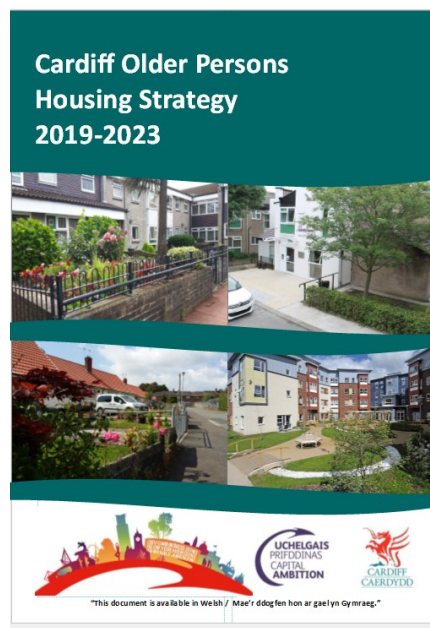
Accommodation that is difficult to access or which is located away from friends, family or services can reduce mobility and the ability to participate in the community, contributing to loneliness and social isolation.

Housing choices are often influenced by a range of factors including physical health; care and support needs; finances; and current accommodation. This strategy acknowledges the diversity of older peoples' housing aspirations and wants. However, increasingly constrained resources and rising demand for services mean that the rehousing needs of vulnerable older people, and those living in accommodation that is detrimental to their quality of life, must be prioritised.

This Strategy brings together the responses required to address these challenges and achieve a suitable supply and balance of accommodation types, enabling older people to live independently for as long as possible, with access to appropriate services and support.

# Implementing the Older Persons' Housing Strategy

Partnership working will be integral to taking forward this Strategy. This will include collaboration between Housing, Social Care and Planning within the Council, and with other key partners including Health, Registered Social Landlords (RSLs) and housing developers. An action plan will be developed to monitor progress. This will be updated regularly, feeding into the Cardiff Housing Strategy annual report.



## Vision and Key Aims

In implementing this Strategy, the **vision** of the Council and partners is:

***'To deliver the best housing outcomes for all older people in Cardiff.'***

Supporting this vision are a number of **key aims**:

- Deliver new homes that meet older persons' housing needs and aspirations;
- Improve our existing homes to ensure they are fit for purpose;
- Plan new homes and communities to address future housing and care needs across all tenures;
- Provide person-centred information, advice and assistance;
- Help older people maintain their independence for longer;
- Ensure the needs of the most vulnerable are met;
- Build stronger, inclusive communities and tackle social isolation.



# Key Findings

## AN INCREASING AGING POPULATION

By 2037 the number of people aged 65 to 84 will increase by 42% while those aged 85 and over will nearly double. This is likely to result in more people needing specialist accommodation or assistance that cannot be delivered in their current homes.

The number of people in Cardiff with dementia is projected to increase by 67% for those aged 65+ and by 85% for those aged 85+ over the period 2015 to 2035. This together with higher incidence of age-related health conditions and mobility issues will put major pressures on Social Care services and budgets.

The findings from a range of research clearly show the benefits of suitable older persons' housing in supporting independence and reducing the need for residential care, with associated savings to Health and Social Care budgets.

## THE COMPARITIVE BENEFITS OF OLDER PERSONS' HOUSING

The cost of extra care housing is on average 57% of the weekly cost of residential care.

There is a need to maximise the preventative benefits of housing and optimise use of specialist accommodation to make more effective use of the resources available.

## UNDERSTANDING HOUSING NEED

There is a range of social rented and private retirement housing offers for older people in Cardiff; however provision is limited outside the north and west of the city. There is limited extra care housing/housing with care provision and this will restrict the potential cost reductions that can be achieved for Social Care and Health commissioners.

There is an estimated additional need for 3,051 units of older persons' accommodation by 2035. This increase is broken down as follows:

Older persons' housing – 1,787 units (353 rental, 1,434 ownership)

Housing with care – 609 units (232 rental, 377 ownership)

Nursing care – 655 beds

There is uncertainty about the condition of current older persons' housing in the social sector and the facilities that are offered, more work is needed to understand how well these properties can meet the future needs of the older population.



## UNDERSTANDING HOUSING NEED continued...



28% of older people surveyed were planning a move within the next 5 years, most wanted a 2 bedroom property (58%). Specialist older persons' accommodation was more popular among those who were renting than those who owned their own home.

## MEETING FUTURE DEMAND

A range of schemes for building new older person/care ready affordable homes are already planned and these will deliver 741 new homes by 2030 of which 434 will be Council homes, 207 RSL homes and 100 for private ownership.

If all schemes go ahead this will exceed the estimated additional need for rented accommodation of 585 units however, it is unlikely that all existing older persons' accommodation will meet future requirements and some may need to be decommissioned. Therefore, we will continue to seek opportunities to develop future housing.



Previous planning policy, while allowing for the development of new older persons' housing, has not been proactive in encouraging additional provision. The new version of Planning Policy Wales is far clearer in the role planning should play in promoting older persons' housing and requires the authority to set specific targets for older persons' housing and to work with developers to achieve this.

Focus on promoting private older persons' housing will be needed if the estimated additional 1,811 'for sale' homes are to be delivered.

## SUPPORTING INDEPENDENCE

Cardiff's Independent Living Services provide a wide range of support focused on helping older people to stay independent at home. Considerable success has been achieved with 75% of clients supported to stay at home without the need for Social Services intervention.



The Independent Living Service is largely funded by Welsh Government grant and the future of this this funding is uncertain. The continuation of this service could be threatened if future funding is not secured.

Cardiff Council has invested in the provision of home adaptations. The Disabled Facilities Service is working well, delivering adaptations in a timely and cost effective way which compares well with the rest of Wales.

Demand for disabled adaptations is likely to continue to increase putting pressure on existing resources. There is a need to understand future costs of the service and to ensure that adapted homes and equipment are used effectively to meet future needs.



## PROVIDING HOUSING ADVICE



When asked, older people were often unaware of the different housing options available and concerned about the financial, legal and practical issues associated with moving. There is a need going forward to improve the specialist housing advice available to older people.

## SUPPORTING DOWNSIZING



There are considerable advantages to older people in downsizing to more appropriate accommodation and this can play a significant part in helping them to stay independent at home.

There are large numbers of older people under-occupying social housing. Offering them attractive housing options could encourage them to downsize, providing them with more sustainable accommodation while also freeing up much needed family accommodation.

There has been some success in assisting older social tenants to downsize, however further work is needed to expand on this success, removing barriers and providing better choice to encourage downsizing. There is limited support available for home owners and those in the private rented sector to help them to downsize.

## SHELTERED HOUSING SCHEMES



The provision of on-site support in sheltered schemes will be important in meeting the increasing needs of the older population. Funding changes have already resulted in some reduction in the support available and if this continues it will impact on the ability of sheltered schemes to meet the growing needs of older clients.

There is an opportunity to provide different models of support such as “Sheltered Plus” or “Extra Care Light” as options to meet the range of needs of the older population.



## SOCIAL HOUSING ALLOCATION

The current social housing allocation process does not take into account the housing choices of older applicants and wellbeing issues such as social isolation and the need for safety and security are not fully recorded or reflected in the allocation process. There is a need to review the waiting list and allocation arrangements to fully reflect the housing choices and wider needs of older people.



## RESIDENTIAL AND NURSING CARE

Residential care placements have decreased markedly over the last five years due to services now being available in the community to support increasingly frail people at home. Nursing home placements however are higher than anticipated and if this trend continues an extra 655 nursing home beds will be required in Cardiff by 2035, a sector that faces challenges in recruiting the right staff.

While current telecare services are helping many people to stay independent, there is an opportunity to make greater use of new technology to support people to stay in their own homes.



## THE IMPORTANCE OF COMMUNITY

Connection to the community is key to the wellbeing of many older people. Social isolation is comparable to health risks such as smoking and alcohol consumption. Cardiff has a wide range of services to help prevent social isolation and promote wellbeing; many are based around the Council's Community Hubs.

A number of new initiatives are being developed to further this, including new Community Wellbeing Hubs in the north and west of the city and proposals to open the facilities in older persons' housing complexes to the wider community.



# Summary of Commitments

1

## Deliver new homes that meet older persons' housing needs and aspirations.

- Work in partnership with Health and RSL partners to develop an evidence-based city wide plan for the future development of affordable housing for older people, including those living with dementia and with a wide range of care needs.
- Deliver a minimum of 741 new homes for older people by 2030 of which 434 will be Council homes, 207 RSL homes and 100 for private ownership, and develop additional proposals as part of the Council's commitment to building 2,000 new homes.
- Increase the provision of extra care housing, and use this as a direct alternative to the use of general residential care beds.
- Increase the supply of 'care ready' housing for older people that is suitable for ageing in place and which allows domiciliary care to be provided as required.

2

## Improve our existing homes to ensure they are fit for purpose and support independent living.

- Work with RSL partners to better understand the condition of existing older persons' housing in the city and its potential future use. Review all Council "age designated" properties to improve accessibility.
- Continue the refurbishment of the Council's sheltered stock on a scheme by scheme basis, securing RNIB accreditation for refurbished schemes.

3

## Plan new homes and communities to address future housing and care needs across all tenures.

- Work towards full implementation of the new Planning Policy Wales as it relates to older persons' housing, including the use of Supplementary Planning Guidance where appropriate.
- As part of the preparation for the next Local Development Plan, set out a target for the delivery of older persons' housing and work with developers to achieve this target.
- Continue to work with market house builders to deliver new affordable older persons' homes close to or within the new local centres.

# 4

## Provide person-centred information, advice and assistance.

### Develop a new “Older Persons’ and Accessible Homes Unit” to:

- ➡ Provide specialist housing advice for all older people, to help them better understand their housing options.
- ➡ Ensure that high quality advice and information is available on the Council’s websites, in Hubs and through information sessions and events.
- ➡ Support people with disabilities to access adapted properties.
- ➡ Actively promote extra care housing as an alternative to residential care and as step down from hospital, raising awareness of the advantages with both older people and professionals.
- ➡ Support older people to downsize to more appropriate accommodation.
- ➡ Facilitate exchanges between social tenants through information held on the Housing Waiting List.

# 5

## Help older people to maintain their independence for longer.

- ➡ Continue to develop the Independent Living Service to help older people remain independent at home and work with the Welsh Government to ensure that funding for the service is maintained.
- ➡ Continue the Council’s commitment to the delivery of disabled adaptations to ensure that older people can remain independent at home.
- ➡ Work to ensure the best use of adapted homes and to recycle equipment wherever possible. Also review likely future demand on the service to inform future funding arrangements.
- ➡ Better reflect the housing choices and wider social needs of older people within the social housing allocation policy, taking into account social isolation, support networks and the need to remain within their community. Ensure the policy supports those who wish to downsize.
- ➡ Work to better understand how religion affects housing need.



## 6

### Ensure the needs of the most vulnerable are met.

- ➡ Improve the allocation of older persons', extra care and adapted accommodation, increasing the information available about individual needs and aspirations and ensuring that those most in need are prioritised.
- ➡ Review the provision of support in sheltered schemes to ensure it meets the future needs of the older population and explore the opportunity to upgrade some existing sheltered housing schemes to "Sheltered Plus" or "Extra Care Light", to a greater level of need.
- ➡ Develop innovative models of care and support and nursing services which enable people to remain in their own homes and communities and provide the very highest standard of care homes for people with the most complex needs.
- ➡ Further explore the use of new technology to help people remain independent at home for longer.
- ➡ Future sample checking of floating support cases will be undertaken to fully understand the individual support needs of those with mental health issues.

## 7

### Build stronger, inclusive communities and tackle social isolation.

- ➡ Make better use of the Council's Community Living Schemes to offer services to the wider community, in partnership with Health, Social Care and third sector partners.
- ➡ Provide a new Health and Wellbeing service: working through the Hubs and with partners to develop events, activities and a range of health advice to meet wellbeing needs of older people.
- ➡ Pilot a new approach to social prescribing ensuring that individuals and professionals have easy access to wellbeing services in the community.
- ➡ Continue to be a dementia friendly organisation by ensuring all Hub staff receive Dementia Friends awareness training and delivering dementia cafes and support sessions within Hubs.

# National Policy Context



A number of key policy and legislative documents frame the housing agenda for older people in Wales. The Welsh Government's **Strategy for Older People in Wales 2013-23** recognises the importance of older people having the resources to age well, including access to housing and services that support their needs and promote independence. Complementing the Strategy, the **Ageing Well in Wales Programme** focuses on practical measures such as developing age friendly and dementia supportive communities, reducing the risk of falls and tackling loneliness and isolation.

## The **Social Services & Well-being (Wales) Act 2014**

provides the legal framework for improving the well-being of people who need care and support, including older people with complex needs and long-term



conditions. The Act requires local authorities and health boards to work together to assess care and support needs and provide integrated, sustainable services. Fundamental principles include supporting and measuring well-being, service user voice and control and a focus on prevention and early intervention.

## The **Well-being of Future Generations (Wales) Act 2015**

focuses on improving the social, economic, environmental and cultural well-being of Wales. Public bodies are required to consider the long-term well-being of the

### Well-being of Future Generations (Wales) Act 2015

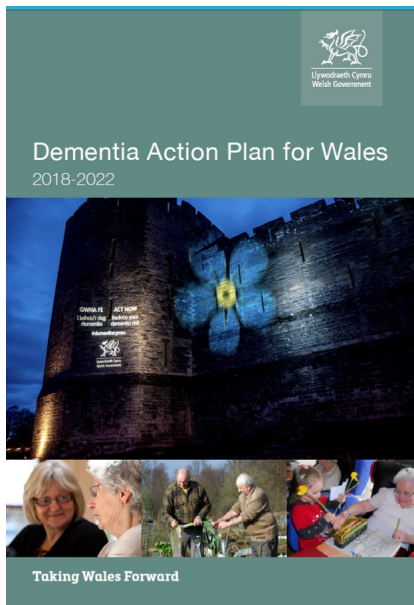
The Essentials



population and to work sustainably to prevent persistent problems such as poverty, health inequalities and climate change. The Act establishes 7 national well-being goals – good housing has a key role to play in addressing a number of these, including achieving a healthier Wales and a Wales of cohesive communities.



# National Policy Context



Welsh Government's **National Dementia Action Plan 2018-2022** sets out the vision for Wales to be a 'dementia friendly nation that recognises the rights of people with dementia to feel valued and to live as independently as possible in their communities'.

Housing partners are seen as key to helping people with dementia live independently in a way that provides a good quality of life. This can be achieved through the provision of a range of housing choices such as supported housing or extra care facilities and access to physical adaptations in existing homes. Housing staff (including those in extra care and sheltered accommodation) should have access to training to enable them to support people with dementia to live well.

Welsh Government commits to working with social care, health services and housing providers and involving people with dementia, their families and carers to strengthen collaboration on a strategic approach to housing to enable people to stay in their homes.

## Planning Policy Wales

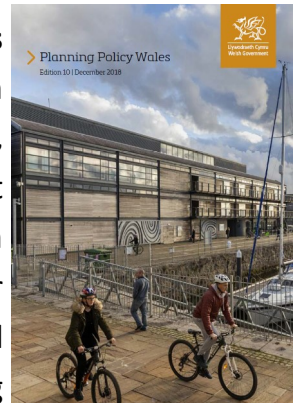
**Edition 10**, issued in December 2018,

recognises the important role the planning system can play in delivering older persons' housing and accommodation. Planning

authorities must identify sufficient sites suitable for a full range of housing types to address the identified needs of communities, including the needs of older people. Development plans must clearly set out local housing requirements, including those for older people.

In relation to design, development proposals must address the issues of inclusivity and accessibility for all, including making provision to meet the needs of older people. The planning system should also assist in the delivery of cohesive communities which will meet the needs and are accessible to all members of society.

Published in October 2017, the UK Government's **Funding Supported Housing: Policy Statement and Consultation** sets out a proposed policy and funding model for supported housing from April 2020. Previous proposals to apply a Local Housing Allowance 'cap' to supported housing are not to be taken forward. Sheltered and extra care housing specifically will continue to be funded through Housing Benefit. A proposed 'sheltered rent' model will set the upper limit for rent/service charges. It is as yet uncertain how these proposals will impact on older persons' housing in Wales.



# Local Policy Context



The Cardiff and Vale of Glamorgan Integrated Health and Social Care Partnership's **Market Position Statement and Commissioning**

**Strategy: Care and Support Services for Older People 2017-2022** sets out how the Health Board, social services, third sector and other partners will work together to improve the health and well-being of older people in the region.

Of particular relevance is the *'Home First'* objective to 'Enable people to live at home, or as close to home as possible, in accommodation appropriate to their needs and where they can live well, thrive and remain independent'.



The **Cardiff and Vale of Glamorgan Dementia Strategy 2018-2028** sets out

how partners across the region will work together to improve the lives of people with dementia and their carers. The Strategy was produced following a Dementia Needs Assessment and development event and calls for improved coordination of health; social care; third sector and housing services. It recognises the role of dementia friendly environments in making life easier for people with dementia and prioritises making all new buildings dementia friendly, through working with planners and designers. Also prioritised is exploration of a range of suitable accommodation options for people living with dementia, such as shared living schemes.



More locally, the **Cardiff Housing Strategy 2016-2021** identified a number of commitments specific to older people, which are taken forward in this Strategy.

The **Cardiff Local Development Plan 2006 - 2026** was prepared prior to the latest version of Planning Policy Wales and therefore does not include specific targets for providing older persons' housing within



the overall dwelling requirement for 41,415 homes. However, the Plan does seek to ensure a range of dwelling sizes, types and affordability is provided in terms of both market and affordable housing to meet identified needs (including supported and sheltered housing and other special needs where appropriate) (Policy KP13). This provides the necessary framework to encourage an element of older peoples' housing on suitable development sites where a need exists. In addition, the Plan seeks to 'foster inclusive design, ensuring buildings, streets and spaces are accessible to all users and are adaptable to future changes in lifestyle' (Policy KP5).

As detailed in Cardiff's **Planning Obligations Supplementary Planning Guidance**, reduced contributions are required on certain types of older peoples' housing, for example to reflect a lesser demand on functional open space by future occupiers, or where such developments provide a significant element of communal facilities on site.

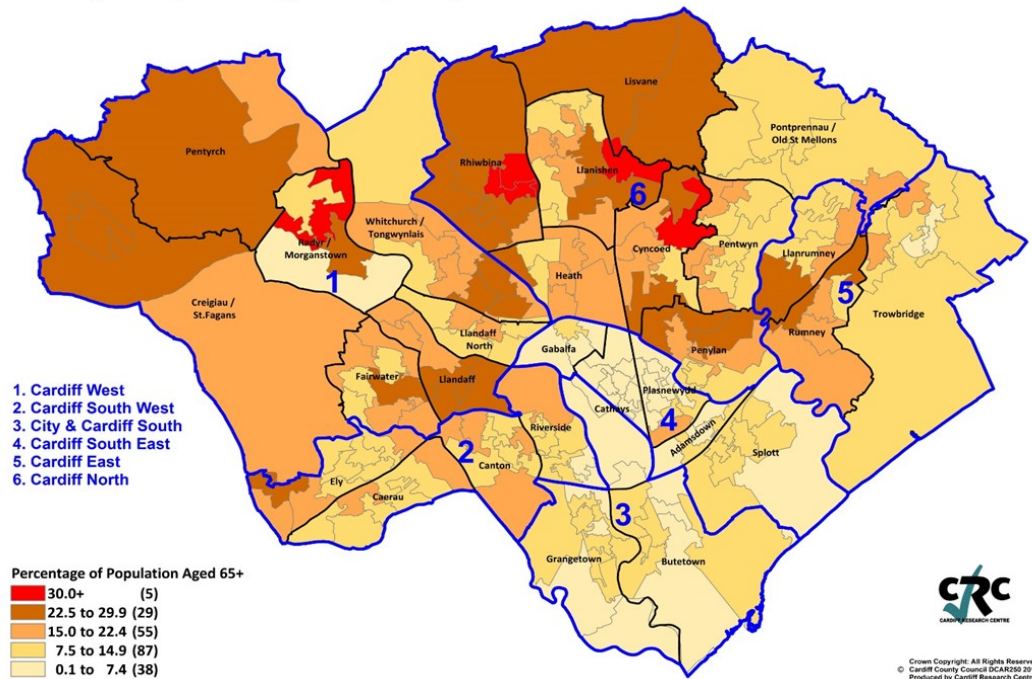
# Cardiff's Older Population

## Location of Older People.

The adjacent map shows the distribution of older people living in Cardiff, with the highest concentrations found in the north and west of the city.

In total, 82% of Cardiff's older population aged 65+ are owner-occupiers, 13% live in the social rented sector and 5% live in the private

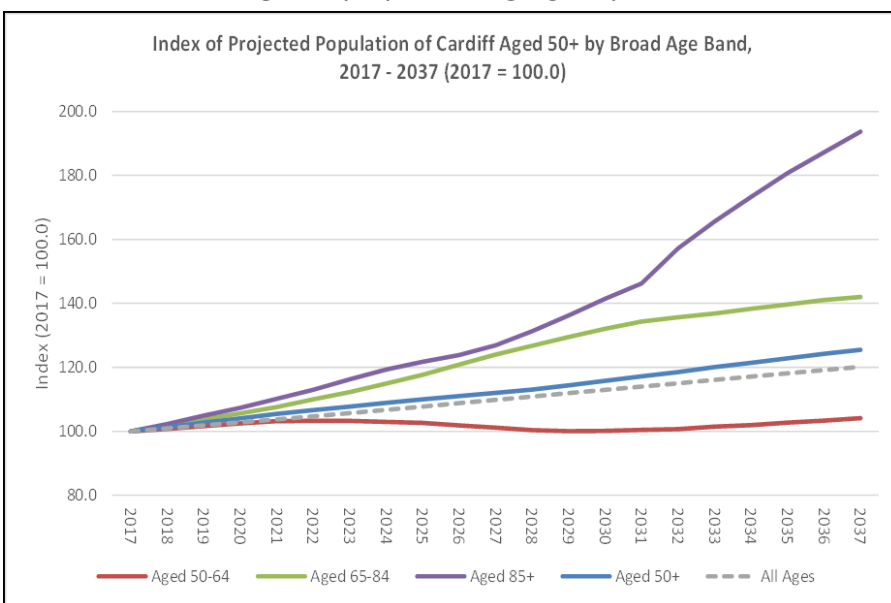
Percentage of Population Aged 65+ by LSOA, Mid-2015



rented sector. This tenure split varies considerably by ward. A third of residents aged 65+ live in a single person household.

## Population Projections

People aged 50 and over made up 30% of Cardiff's total population in 2016. Numbers of older people (50+) in Cardiff are projected to increase by 26% over the next 20 years. However, the rate of increase varies greatly by older age group, as shown below:



- Those aged **50-64** increase by **4%** from 58,300 to 60,800 people;
- Those aged **65-84** increase by **42%** from 43,900 to 62,400 people;
- Those aged **85+** increase by **94%** from 7,600 to 14,700 people.

# Cardiff's Older Population

## Care and Support Needs

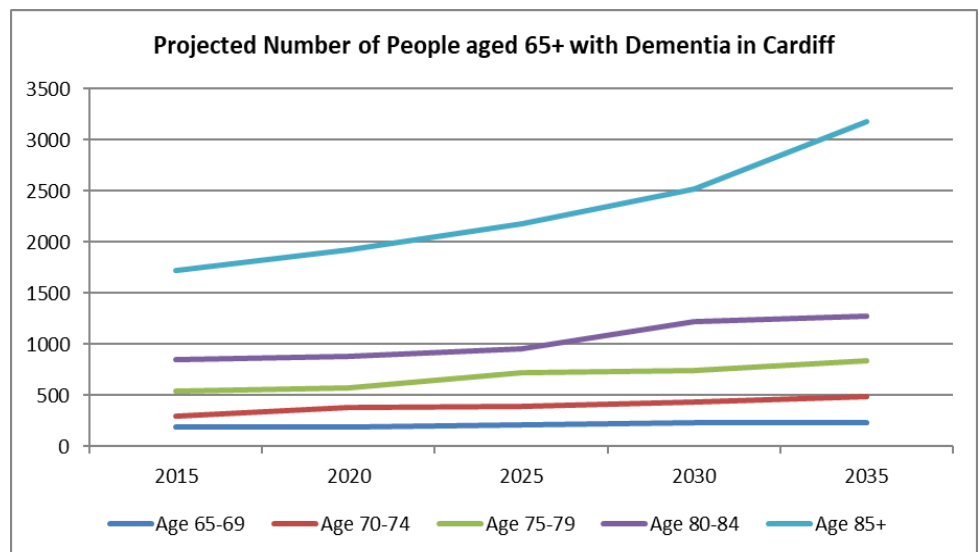
Life expectancy is increasing in Cardiff. Parallel to this, a range of health and care-related conditions are set to rise significantly over the next 20 years:

Projected Number of People Aged 65+ in Cardiff			
Health Condition	Year		Increase
	2015	2035	
Limiting long term illness	17,811	27,525	55%
Obesity	10,704	15,989	49%
Diabetes	7,925	12,253	55%
Dementia	3,598	6,012	67%
Care-related			
Unable to manage at least 1 mobility activity	9,374	15,076	61%
Unable to manage at least 1 domestic task	20,619	32,677	58%
Unable to manage at least 1 self-care activity	16,945	26,770	58%

Source: Daffodil Cymru (2017).

## Dementia

The overall number of people in Cardiff aged 65+ with dementia is projected to increase by 67% over the period 2015 to 2035. This increase rises to 85% for those aged 85+, as shown opposite.



Source: Daffodil Cymru (2017).

## Frailty

Frailty is commonly associated with ageing. People who are frail experience physical weakness, often have complex medical conditions, have a lower ability for independent living and require assistance with everyday tasks.

A modelling exercise undertaken in 2015 projected that, based on frailty, demand for social care and support services will increase by 25% in Cardiff North and West and 18% in Cardiff South and East between 2014 and 2024.



## Findings

By 2037 the number of people aged 65 to 84 will increase significantly from 43,900 to 62,400, (42%) while those over aged 85 will nearly double from 7,600 to 14,700. The projected sharp increase in the over 85 age group and the sustained increase in those aged 65-84 is likely to result in more people needing specialist accommodation or assistance that cannot be delivered in their current homes.

Increasing life expectancy is leading to higher incidence of age-related health conditions and mobility limitations; assistance with self-care and domestic tasks is estimated to increase significantly.

The number of people in Cardiff with dementia is projected to increase by 67% for those aged 65+ and by 85% for those aged 85+ over the period 2015 to 2035.

The impact of this change will put major pressures on social care services and budgets and there is a need to maximise the preventative benefits of housing and optimise use of specialist accommodation.

# Types of Older Persons Housing

Schemes typically offer self-contained accommodation, usually supported by a part-time/visiting scheme manager and 24-hour emergency help via an alarm. There are often communal areas and some arranged activities. Most accommodation is offered for rent, based on need, by the Council or Registered Social Landlords.


## Sheltered Housing

## Private Sector Retirement Housing

Private sector retirement housing - usually built by private developers or in some cases by RSLs. Once all the properties have been sold, the scheme is usually run by a separate management company who employ the scheme manager and organise maintenance and other services.


Often referred to as 'assisted living' when provided by private sector providers, it is designed with the needs of older people, some with higher levels of care and support, in mind. Extra care schemes provide fully accessible, self-contained accommodation with access to 24 hour on-site domestic and personal care support, communal facilities and activity rooms. Individual flats have level access bathrooms and kitchens, emergency alarms and other assistive technology as standard. Most schemes have eligibility criteria.

## Extra Care Housing (Housing with Care)

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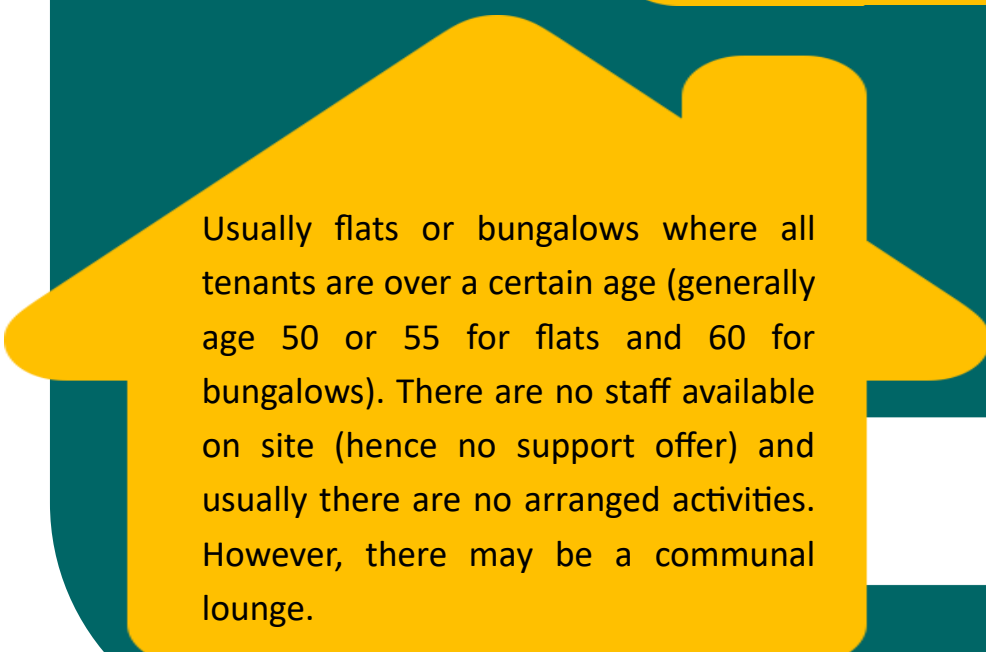
A residential setting where older people live and have access to care and support services to meet their assessed personal care requirements.

## Residential Homes

A yellow house-shaped icon with a chimney, containing text.

A residential setting for older people that provides specialist care and support to people whose personal care needs cannot be met by a residential home.

## Nursing Homes

A yellow house-shaped icon with a chimney, containing text.

Usually flats or bungalows where all tenants are over a certain age (generally age 50 or 55 for flats and 60 for bungalows). There are no staff available on site (hence no support offer) and usually there are no arranged activities. However, there may be a communal lounge.

## Age Designated Social Housing

## How Can Housing Help? - Key Messages from Research

A review of current research on older persons' housing and support highlighted a number of key messages which have informed the development of this Strategy.

The **health and well-being benefits of suitable older persons' housing** are clearly documented, with associated potential savings to Health and Social Care budgets. For example, well designed housing can help prevent falls, reduce the need for personal care and assist with hospital discharge. Accessible, well-located accommodation can aid independence and mobility, helping to address social isolation and loneliness. The research also confirms the role of more specialist **'housing with care' in reducing or delaying the need for residential care.**

A consistent message is the need to **comprehensively assess and understand older persons' housing needs and requirements** as the basis for future accommodation options and service provision. There is also a **role for timely and comprehensive housing information and advice** to enable older people to make informed choices and plan for future needs. Research emphasises the **positive impact of practical support, aids and adaptation services** in promoting independent living and enabling older people to 'stay put' or move to a more suitable environment.

It is noted that **many older persons' housing schemes hold strong links with their local area**, acting as a locus for events and activities that benefit residents and the wider

community. There is however scope to further capitalise on the opportunities offered by communal facilities. The **importance of wider neighbourhood conditions, local facilities and amenities** to older persons' well-being is fully established.

**Existing older persons' housing stock represents a significant resource.** There is however a need to assess whether current provision is 'fit for purpose', as part of a strategic approach to investment or disinvestment. **New-build housing (both social and private development) has a part to play in increasing supply and choice.** There is a role for stronger and clearer planning policies and guidance in facilitating a wider range of housing for older people and for more ambitious, evidence-based design standards (such as Lifetime Homes, HAPPI) in providing 'age-sustainable' housing across all tenures.

### Finding

The findings from a range of research clearly show the benefits of suitable older persons' housing in supporting independence and reducing the need for residential care, with associated savings to Health and Social Care budgets.



# The Comparative Benefits of Older Persons' Housing

There is a general desire among older people to remain independent at home. Care ready, sheltered and extra care housing can help sustain independent living for longer and prevent the need for residential care.

Care ready and sheltered housing can provide accommodation that adapts as the needs of the older person change to help them maintain their independence, allowing those with mobility issues to manage without care for longer. Properly designed care ready schemes can allow those with care needs to stay at home for longer with the effective use of domiciliary care.

Designed to promote independent living, extra care housing in particular can support those with significant care needs to retain their independence. The model is based on accessible, self-contained properties offering individual tenancies or home ownership options. It can help to keep couples together and prevent the concerns that arise over the loss of homeownership. The ability to deliver care to residents in their own homes, can in some cases eliminate the need to move to residential care. This type of housing can also be a much more cost effective method of providing care than residential accommodation if used appropriately, as the table below shows:

Average Weekly Cost of general residential care for people aged 65+	Average total cost per unit per week for extra care housing
<b>£631.33</b>	<b>£364.42</b>

*NB. Cost assumed to be gross*

Comparison of the cost of general residential care for people aged 65+ and extra care housing indicates that extra care housing is on average 57% of the weekly cost of residential care. This cost comparison does assume an equivalent profile of care needs of individuals using residential care and extra care housing, which may not always be the case, and careful targeting will be needed if avoidance of the use of residential care is to be achieved.

## Finding

The cost of Extra Care housing is on average 57% of the weekly cost of residential care.

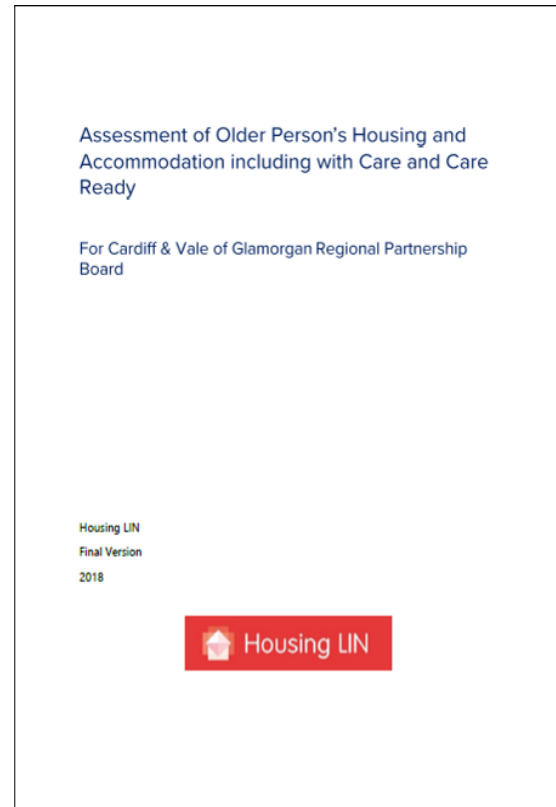
# Understanding Housing Need

## Current Provision and Future Demand

### Assessment of Older Persons' Housing and Accommodation

During 2018 the Cardiff and Vale of Glamorgan Regional Partnership Board commissioned independent research to identify the future housing and associated care requirements of older people across the region and to inform future capital investment programmes for housing. This research was carried out by The Housing Learning and Improvement Network (LIN) a network that brings together housing, health and social care professionals in England and Wales to exemplify innovative housing solutions for an ageing population.

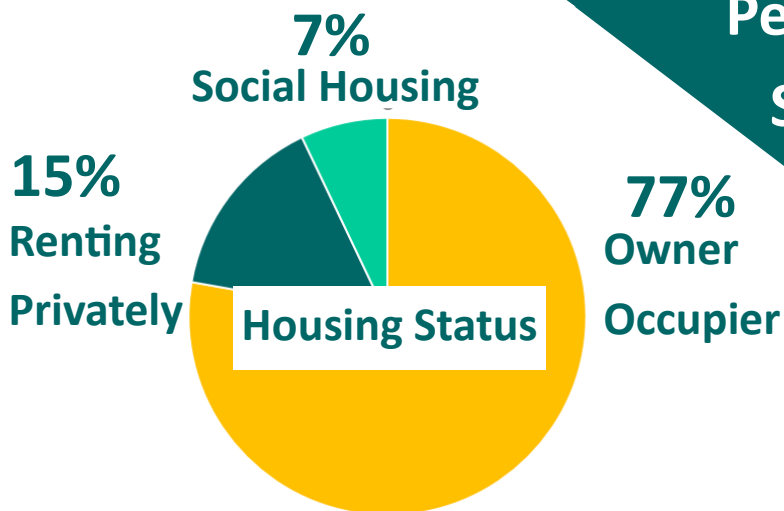
This research reviewed the current provision of older persons' housing; the care and support needs of those currently living in or on waiting lists for older persons' accommodation and current access arrangements. Engagement with residents took place in the form of a survey and focus groups, to identify the outcomes that matter to people in old age. Modelling of future population demand was undertaken to produce a recommended number, location and type of housing required over the next 20 years, alongside specifications for each type of accommodation.



## Current Housing Status



504 responses from people aged 50+ representing the diverse older population of Cardiff



14% of respondents had already moved for age related reasons:



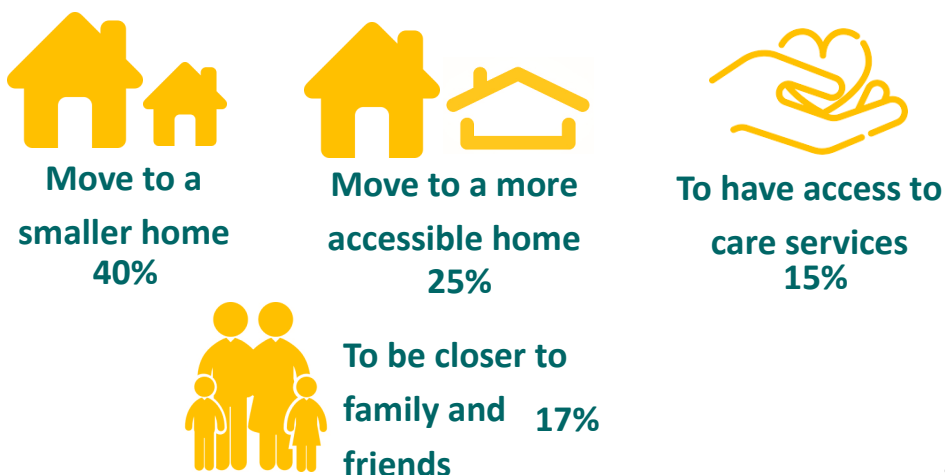
The adaptations planned or made to respondents' current homes include:



**44%**

of respondents are considering a move in the future

Main Reasons for Considering a Move:



# Housing Types

Respondents considering a move expressed a preference for the following types of housing:



Bungalow



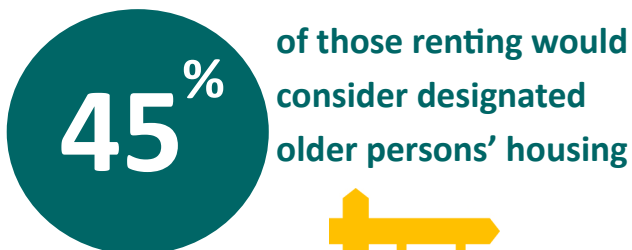
House



Flat



Those considering a move whose preference is for designated older persons' housing:





# Understanding Housing Need

## Existing Provision of Older Persons' Housing

Current older persons' accommodation provision is broken down by location, type and tenure as follows:

Existing Older Persons' Accommodation in Cardiff						
Localities	Sheltered housing (units)	Private retirement housing (units)	Extra care housing for rent (units)	Extra care housing for sale (units)	Residential care home (beds)	Nursing care home (beds)
City	247	0	0	0	123	49
East	143	70	15	0	91	188
North	398	380	102	110	257	221
South East	437	83	0	0	70	180
South West	372	107	0	0	122	200
West	250	382	40	0	48	213
<b>Total</b>	<b>1847</b>	<b>1022</b>	<b>157</b>	<b>110</b>	<b>711</b>	<b>1051</b>

Sheltered housing provision exists across the city but is concentrated in the south-east, north and south-west localities. 82% of sheltered housing is provided by RSLs and 18% by the Council. Private retirement provision is concentrated in the north and west, with 69% of units provided by private operators and 31% of leasehold retirement housing owned and operated by RSLs.

There are 157 units of social rented housing with care ('extra care'), concentrated in the north and west, and 110 units of private provision ('assisted living') in the north. 55% of residential care beds are in the north, city and south-west, whilst 60% of nursing care beds are in the north, west and south-west.

In addition to the accommodation set out above there are a further 1,423 units of age-designated housing provided by both the Council and RSLs. These are a mix of flats and bungalows, dispersed throughout the city.

Overall there is a range of social rented and private retirement housing for older people in the city. The most prevalent type of older persons' housing is sheltered and other age-designated housing in the social rented sector. There is also a mix of private retirement housing choices for different equity and income groups, however provision is limited outside the north and west of the city.

There is limited extra care housing/housing with care provision compared with the prevalence of residential care beds. This is limiting the cost reductions that could be made by social services and health by better use of this type of accommodation.

The current condition of the social housing stock of both Sheltered and age designated properties is uncertain in many cases and the accessibility and facilities offered in these properties is unclear.

## Understanding Housing Need

While some sheltered housing schemes may offer the opportunity to provide more services to meet the need of the aging and increasingly frail population, others may need significant work if they are to continue to provide older persons' accommodation.

Only around 20% of existing older peoples' units are wheelchair accessible and approximately 50% of schemes do not have a lift. Increased prevalence of mobility and care-related needs indicates that there will be an increased need for wheelchair adapted and lift accessible units.

Further work is needed to fully understand how well existing social housing meets the need of the older population.



### Findings

Overall there is a range of social rented and private retirement housing offers for older people in the city.

There is a mix of private retirement housing choices for different equity and income groups; however provision is limited outside the north and west of the city.

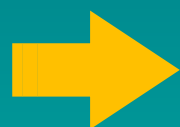
There is limited extra care housing/housing with care provision compared with the prevalence of residential care beds. This limited supply restricts the potential cost reductions that can be achieved for social care and health commissioners.

There is uncertainty about the condition of current older persons' housing in the social sector and the facilities that are offered, more work is needed to understand how well these properties can meet the future needs of the older population.

# Understanding Housing Need

## WE WILL

Aim to secure greater cost effectiveness from the supply of older persons' housing and to help older people to maintain their independence for longer by:



Increasing the provision of extra care housing, and using this as a direct alternative to the use of general residential care beds.



Increasing the supply of 'care ready' housing for older people that is suitable for ageing in place and which allows domiciliary care to be provided as required.



Reviewing the suitability of existing older persons' housing and consider the potential for some sheltered housing schemes (for example that have greater space standards, are larger in scale, and/or have a relatively higher prevalence of tenants with packages of domiciliary care), to become housing with care services.

### Estimated Future Need

As part of the research by Housing LIN an estimate of future need for older persons' accommodation was developed. This is based on demographic change and projected population growth to 2035, and works on an assumption of increased need for housing with care over time in direct proportion to an assumed decrease in the use of residential care. The research estimates the following future need for housing and accommodation for older people, in addition to current provision:

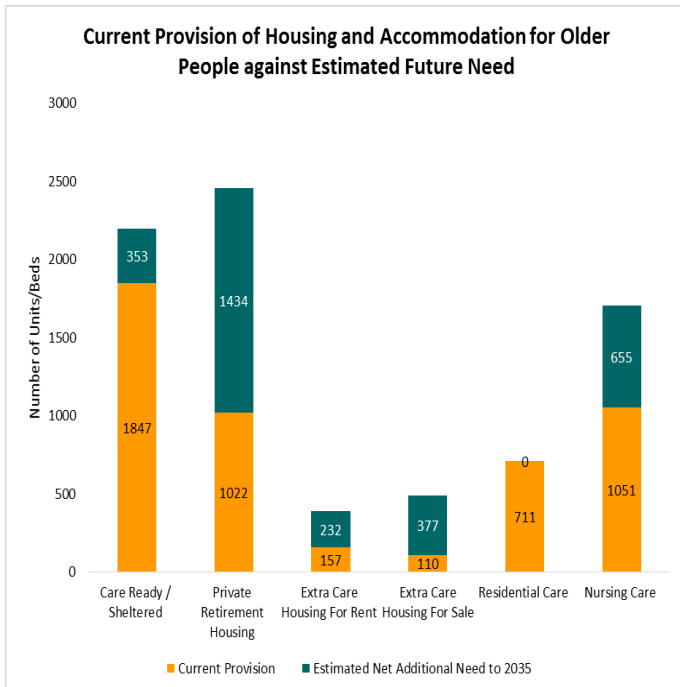
Need for Additional Older Persons' Accommodation in Cardiff					
Localities	Sheltered housing (units)	Private retirement housing (units)	Extra care housing for rent (units)	Extra care housing for sale (units)	Nursing care home (beds)
City	22	131	39	19	30
East	89	44	55	34	117
North	19	466	13	124	138
South East	-15	339	36	36	112
South West	149	149	63	31	125
West	89	305	26	133	133
<b>Total</b>	<b>353</b>	<b>1434</b>	<b>232</b>	<b>377</b>	<b>655</b>

The research identified that the current provision of sheltered housing in the South East of Cardiff is currently sufficient and exceeds the estimated future need to 2035 by 15 units.

The current amount of sheltered housing in the South East is high compared with other areas of the city, the majority being RSL stock. The concentration of people aged over 65 in this area is relatively low (under 30%) and population projections show that the increase of older people in this area is also low when compared to other parts of the city.

# Understanding Housing Need

The following graph shows current provision of housing and accommodation for older people against estimated future need:



The estimated increased need for nursing care provision reflects the increasing population of older people and the evidence for a future increase in the personal care needs amongst the older population for example, the increasing prevalence of older people living with dementia and/or chronic conditions.

The need for contemporary sheltered housing/private retirement housing is estimated to increase significantly by 2035 due to the projected growth in the population of older people, with the greatest increase needed in the private sector.

There is significant estimated need for housing with care (extra care housing and assisted living). This aligns with the policy objectives of reducing the inappropriate use of longer term and more intensive residential care and providing a range of housing and accommodation options that enable people to remain living in their own homes.

The estimated increases in housing need reflect the requirement for 'downsizer' housing options of all tenures to meet the needs of older people who are owner occupiers as well as older people who wish to rent or part-buy.

## Findings

There is an estimated additional need for **3,051** units of older person's accommodation by 2035. This increase is broken down as follows:

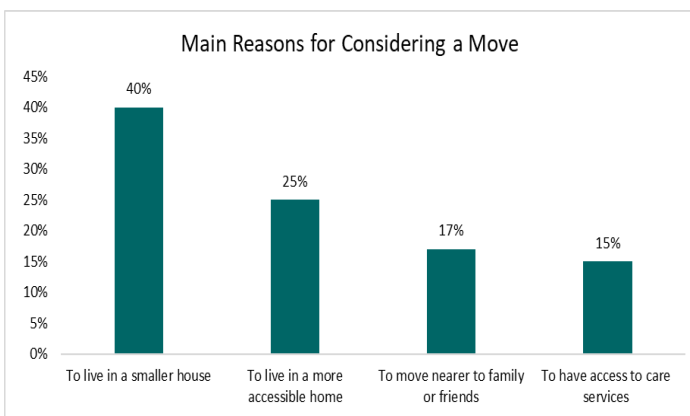
- Older people's housing (Care Ready/Sheltered and Private Retirement Housing) **1787 units (353 rental , 1434 ownership)**
- Extra Care/Housing with Care **609 units (232 rental, 377 ownership)**
- Residential care **0 beds**
- Nursing care **655 beds**



# Understanding Housing Need

## Older Persons' Views and Perspectives

77% of respondents to the older persons' survey were homeowners. 15% of respondents were renting from either a housing association or local authority and 7% were renting privately. 28% of respondents said they were planning to move within the next 5 years however amongst respondents who were renting, the equivalent figure was higher at 40%.



## Housing Types

There was strong preference amongst survey respondents overall for a move to a bungalow (46%), significantly higher than preferences for a move to a house (29%) or a move to a flat (21%).

Amongst all respondents considering a move there was a preference for moving to a property with at least 2 bedrooms (58%) compared with one bedroom (10%). 29% of respondents were seeking to move to a property with 3 bedrooms. This confirms the findings of other published research that most older people will only be attracted to downsize to a property with at least 2 bedrooms.

Downsizing, particularly from social housing, can free up much needed family homes while also providing more sustainable accommodation solutions for older people. More flexibility in the allocation of older persons social housing, particularly with regard to the number of bedrooms could increase downsizing.

## Housing Designated for Older People

Survey respondents who were considering moving home, were asked whether their preference would be to live in housing designated for older people. Amongst respondents renting their home approximately 45% would consider moving to age designated housing, significantly higher than the figure for homeowners, which was around 23%.

## Findings

28% of older people surveyed were planning a move within the next 5 years, most wanted a 2 bedroom property, (58%). Specialist older persons' accommodation was more popular among those who were renting than those who owned their own home.

# Meeting Future Demand

## Learning from Good Practice

The following examples of good practice demonstrate how other housing providers are developing innovative and effective ways of providing appropriate housing and support to older people.

### Retirement Village

#### **St Monica Trust** Monica Wills House, Bedminster



Urban retirement community providing apartments, roof gardens, restaurant and social activities/events for residents.

On-site care team to provide support with companionship, preparing meals or more complex needs.

Activities range from walking to new age curling as well as social gatherings and volunteer befriending schemes.

### Dementia specific housing and accommodation with care

#### **Wales and West Housing Association** Llys Jasmine, Mold

Extra care apartments and bungalows alongside specially adapted accommodation for people with dementia.

- 24hr on site care provided by Flintshire County Council.
- Restaurant and Lounge areas including a guest suite.
- Regular on site communal activities



# Meeting Future Demand

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## Mainstream Housing including Lifetime Homes/Wheelchair Adapted

**Habinteg Housing Association**

Goodrich Court, Hounslow

High Specification Housing Scheme of Lifetime Homes and wheelchair accessible properties designed to meet the inclusive demands of the aging population. Disabled and non-disabled people can live as neighbours.



## Contemporary 'care ready' sheltered /retirement housing

**Birmingham City Council**  
Right-sizer Bungalows

New-build mixed-tenure older peoples' housing for the 'downsizer market'.

- Designed to HAPPI principles
- Care Ready
- Design promotes well-being
- Extensive use of technology throughout to support lifestyle and care needs.





# Meeting Future Demand

## Reviewing Existing Accommodation

As set out previously, there is a range of existing accommodation for older people and this represents a significant resource. In light of increasing demand from an ageing population, there is a strong case for making the best use of this provision. However, with approximately 50% of older persons' stock across Cardiff and the Vale being more than 30 years old, the need to review its suitability to meet current and future needs is clear.

### Sandown Court Community Living

Refurbishment of Sandown Court sheltered housing complex was completed in May 2017. Key features include:

- Fully wheelchair accessible ground floor flats with wider corridors, wet rooms, height adjustable kitchens.
- More accessible upper floor flats, with larger shower rooms and more space.
- Dementia friendly 'wayfinding' features.
- RNIB housing sight standard compliance.
- Accessible, upgraded external space.
- Flexible, upgraded communal spaces, including a medical room, enabling partners and service providers to use the building, whilst recognising the scheme as a home setting.

## Refurbishment of Council Sheltered Schemes

A 'fit for purpose' review of the Council's sheltered housing stock has been undertaken, which considered condition; location; physical accessibility and proximity to services / facilities. The review identified that many sheltered housing schemes were dated and poorly laid out, with a high number of bedsits and underused communal spaces. The schemes were, however, well located close to facilities and public transport. A refurbishment programme has begun across Council sheltered stock to provide flexible, accessible and sustainable homes that meet the current and future needs of older people. Rebranded as 'Community Living', these schemes will:

- offer homes that are safe and fit for purpose;
- meet current design standards, including visually impaired and dementia-friendly features;
- where possible provide open plan living space and increased storage;
- offer flexible communal space, providing a hub of services for older people living within the scheme and the wider community;
- help tackle loneliness and social isolation.



Sandown Court

# Meeting Future Demand

## Refurbishment of Other Sheltered Schemes

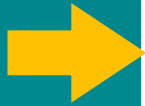
United Welsh Housing Association has embarked on a five year plan to update all their sheltered housing for older people to modern standards. Work to refurbish their scheme at Ifor Jones Court in Llanedeyrn is well underway with completion expected in March 2019. The work has seen all communal areas refurbished with new flooring installed plus new furniture and furnishings. The decoration and lighting in the communal areas have also been upgraded to RNIB standards.

Special attention has been paid to safety and security with new fire doors installed throughout and new panel door entry systems to all flats. The external areas have been upgraded and a scooter store room has been built. The final stage of the work will see a lift installed and Wi Fi networked throughout the scheme.


## Age-designated Flats and Bungalows

A 'fit for purpose' review of Council older people's stock found that approximately 50% of age-designated bungalows and 58% of flats do not currently have level access. These properties will be assessed at change of tenancy, and works undertaken to improve accessibility wherever possible.


## WE WILL



Continue the refurbishment of the Council's Council Sheltered stock on a scheme by scheme basis. Securing RNIB accreditation for refurbished schemes.



Review all Council "age designated" properties at change of tenancy and undertake works to improve accessibility wherever possible.



Work with RSL partners to better understand the condition of the older persons housing in the city and its potential future use.

# Meeting Future Demand

## Developing Additional Accommodation

### Social and Affordable Housing Development

#### Responding to the Evidence

Developing additional accommodation in line with identified need will involve a range of partners, including Planning, social housing providers and open market developers.

#### New Social Housing Provision

The Council and partner RSLs are committed to continuing to deliver new affordable housing to meet need, including accommodation specifically for older people and accessible/flexible accommodation that allows for 'ageing in place'. A development plan has been prepared to reduce the gap between supply and demand. Approximately 700 units of affordable older persons' accommodation are planned over the period 2020 to 2030. The development programme will deliver purpose built, accessible and sustainable community living schemes providing a 'home for life' which enables a resident to live independently. A specification has been developed for new council schemes which will focus on;

- Providing a flexible home, able to adapt around a person's changing needs reducing the requirement for future adaptations; this includes wider doorways, level shower rooms, open plan living-dining space, increased storage, direct access (where possible) from the bedroom to shower room, access to outdoor space.
- Providing larger flats which will be attractive to down-sizers, releasing larger family homes for rent.

## HAPPI Principles

The HAPPI principles are based on 10 key design criteria and have particular relevance to the spectrum of older persons' housing which needs to both offer an attractive alternative to the family home, and be able to adapt over time to meet changing needs.

They reflect:

- Space and flexibility
- Daylight in the home and in shared spaces
- Balconies and outdoor space
- Adaptability and 'care ready' design
- Positive use of circulation space
- Shared facilities and 'hubs'
- Plants, trees, and the natural environment
- Energy efficiency and sustainable design
- Storage for belongings and bicycles
- External shared surfaces and 'home zones'

- Providing flexible, accessible communal spaces in order that services for older people (both within the building and within the wider community) can be run from the building, helping to tackle social isolation in the wider community.
- A building design which achieves the HAPPI standards for older persons' housing with focus on dementia friendly design.
- Being future proofed to enable care staff to operate from the building.
- A building design with a focus on assisted technology.



# Meeting Future Demand

The following chart shows the proposed schemes:

Area	Type	Total Units	Developed By	Current Status
<b>City &amp; South</b>				
Grangetown	Care Ready*	60	Cardiff Council	Concept Stage
Butetown	Care Ready	54	Cardiff Council	Design Stage
<b>East</b>				
St Mellons	Care Ready*	82	Cardiff Council	Design Stage
Rumney	Care Ready*	45	Cardiff Council	Design Stage
<b>North</b>				
Llanedeyrn	Care Ready*	45	Cardiff Council	Design Stage
Llanishen	Extra Care/Care Ready	60	Cardiff Council/ Hafod	Concept Stage
Llanishen	Care Ready Over 50	82	Wales & West	On Site. Estimated Completion Date April 2020
<b>South East</b>				
Roath	Care Ready Over 50	45	Wales & West	Land Purchased. Start on Site 19/20
<b>South West</b>				
Caerau	Designated Older Persons'	18	Cardiff Council	On Site
Ely/Caerau	Retirement Village*	250	Cardiff Council/ RSL/Partner/ Market	Potential

\*potential for Extra Care

If all the above schemes go ahead this will exceed the estimated additional need for rented accommodation of 585 units however, it is unlikely that all existing older persons' accommodation will meet future requirements and some may need to be decommissioned. Therefore, we will continue to seek opportunities to develop future housing.

# Meeting Future Demand

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## Planned Schemes

Four key Council schemes are planned which will specifically deliver new community living developments. Each scheme offers flexible, accessible living accommodation and communal space providing a hub of services for older residents living in the development and in the wider community.

**The Rumney Scheme** proposes 45 flats, a communal garden, day rooms as well as other communal flexible space. This forms part of a development of over 200 new build properties being delivered through the Council's Cardiff Living Programme. The building is located at the entrance to the new development within close proximity to public transport and a proposed new retail provision.



**The Llanedeyrn Scheme** proposes 45 flats with day rooms, communal roof garden and a new link through to the existing age-designated high-rise block. This is ideally located next to the new Hub, the health centre and the new shops and community space being provided by the Maelfa Regeneration Programme.

**The St. Mellons Scheme** is the biggest proposal offering around 80 flats, a vast range of communal facilities and private garden space. The flats are delivered over 3 blocks connected via ground floor communal facilities.



**The Butetown Scheme** will offer around 50 new older persons' flats with ground floor communal space and a resident's day room facility on the 5th floor.

# Meeting Future Demand

## Other Developments

**Thornhill Road** - Remodelling of a former children's home to create 8 Council-owned 'Independent Living' older people's flats is now complete. Features include a communal room; wet rooms in all flats; level access throughout; a lift to upper floors and fully accessible grounds.

**Cathedral View, Gabalfa** - is a development by Hafod Housing Association of 22 close care apartments comprising of sixteen 1-bedroom and six 2-bedroom units of accommodation which is due for completion in February 2019. All apartments are built specifically for the elderly and are capable of being converted for wheelchair use or by severely disabled residents and are designed in full accordance with RNIB Wales' 'Visibly Better' requirements.

Cathedral View is a gated, secure development with warden support and a telecare call system fitted. The apartments are based on the 'extra-care' size to provide turning circles and shower rooms adjacent to bedrooms. Features of the scheme include a kitchen area and communal lounge promoting social interaction, Wifi and a secure cycle/buggy storage area.

Overall, current plans for new build affordable council housing will deliver around 2200 units over the next 10 years of which 416 will be older persons' housing and suitable for housing with care and a further 18 will be designated older persons' housing. Of these, 317 units are at the initial concept stage and 117 units have been submitted for planning approval. These schemes have been informed by best practice from elsewhere and will provide a variety of accommodation across the areas where unmet need is greatest.

Although ambitious these plans will fall short of the 585 properties (353 older persons housing and 232 Housing with Care) which are required by 2035 and further development of affordable older persons' housing will be required. To take this forward a city wide plan will be developed which takes into account the current provision, established plans and the future need for older persons' accommodation on an area and needs informed basis.




## Finding

A range of schemes for building new older person/care ready affordable homes are already planned and these will deliver 741 new homes by 2030 of which 434 will Council homes, 207 RSL homes and 100 for private ownership.


# Meeting Future Demand

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## WE WILL



Work in partnership with Health and RSL partners to develop an evidence-based city wide plan for the future development of affordable housing for older people, including those living with dementia and a wide range of care needs.



Deliver a minimum of 741 new homes for older people by 2030 of which 434 will be Council homes, 207 RSL homes and 100 for private ownership, and develop additional proposals as part of the Council's commitment to building 2,000 new homes.

## Planning and Development in the Private Sector

### Building New Communities

The large new developments taking place as part of the Local Development Plan (LDP) provide an opportunity to work with developers to build older persons' housing located close to or within new local centres. Work is being undertaken with market house builders to deliver new affordable older persons' homes on the LDP sites.

This focus will ensure that the appropriate affordable homes are delivered where they are most needed and will ensure that tenants are living within easy reach of the services they need in the new local centres.

### Adopted Local Development Plan

The current LDP states that the Council will seek to ensure a range of dwelling sizes, types and affordability is provided in terms of both market and affordable housing to meet identified needs (including supported and sheltered housing and other special needs where appropriate), in safe neighbourhoods. This therefore provides the necessary framework to encourage an element of older persons' housing on suitable where a market need exists.

The policy background provides a framework for the planning system to positively consider proposals for older persons' housing and accommodation on sites which are judged appropriate. This has enabled private sector sites to come through the planning system as evidenced by schemes completed by McCarthy and Stone who have recently developed sheltered housing in the Roath and Llanishen areas of the city.

# Meeting Future Demand

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## Ilex Close, Llanishen

A private, speculative development by McCarthy & Stone of 36 Retirement Living apartments and 49 Assisted Living Extra Care apartments. Retirement Living is designed for the more independent older person, with apartments arranged around a central core of communal facilities, level/lift access; Careline facilities; and supervision by a house manager. Lease conditions require the accommodation be occupied by persons over 60 years.

Assisted Living is a form of Extra care accommodation providing independent living for the frail elderly with day to day assistance in the form of domestic help and domiciliary care tailored to owners' needs. Fundamental to this is the provision of 24 hour care in a barrier-free environment which is wheelchair accessible to both communal and private areas. Entry age is set at 70 years.

## National Planning Policy

The new version of Planning Policy Wales issued in December 2018 is much clearer than previous policy in recognising the important role that the planning system can play in delivering older persons' housing. It states that planning authorities must identify sufficient sites suitable for a full range of housing types to address the identified needs of communities including the needs of older people. In relation to design the guidance states that development proposals must


address the issues of inclusivity and accessibility for all, including older people.

The policy has informed a number of recommendations which will be implemented over the coming years:

- Prepare/review evidence base setting out future needs for older persons' housing and accommodation to inform future review of LDP.
- Incorporate specific targets for older persons' housing and accommodation in the future review of the LDP and identify appropriate sites to meet these targets.
- Investigate whether there is scope to prepare Supplementary Planning Guidance (SPG) on sites for older persons' housing and accommodation in advance of the review of the LDP.
- Engage with developers of older persons' housing and accommodation to facilitate the delivery of sites across the city.
- Discuss with developers of the strategic housing sites the need for older persons' housing and accommodation and the scope for identifying sites within the strategic housing sites to meet this need.




### Finding




Previous planning policy, while allowing for the development of new older persons' housing, has not been proactive in encouraging additional provision. The new version of Planning Policy Wales issued in December 2018 is far clearer in the role planning should play in promoting older persons' housing and requires the authority to set specific targets for older persons' housing and to work with developers to achieve this.


### WE WILL



Work towards the full implementation of the new Planning Policy Wales as it relates to older persons' housing, including the use of Supplementary Planning Guidance where appropriate.



As part of the preparation for the next LDP, set out a target for the delivery of older persons' housing and work with developers to achieve this target.



Continue to work with market house builders to deliver new affordable older persons' homes close to, or within the new local centres.

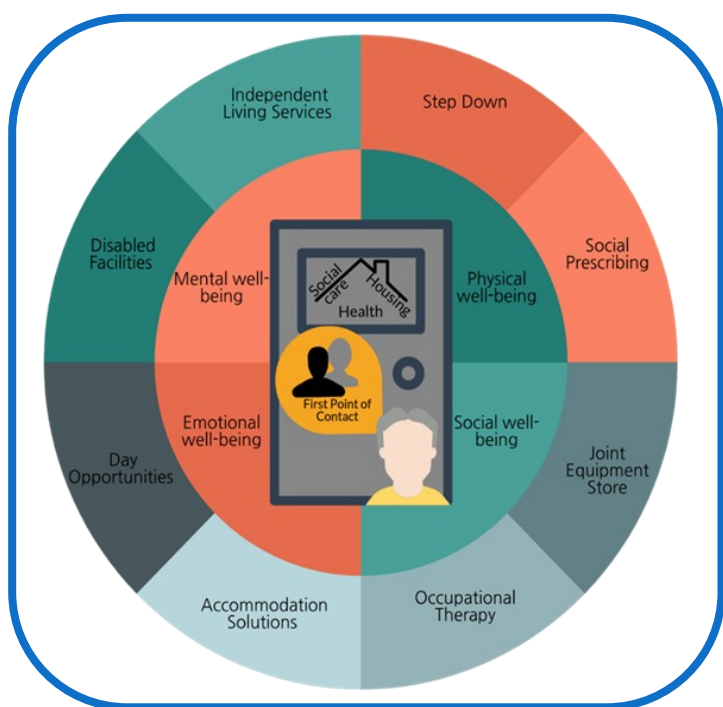
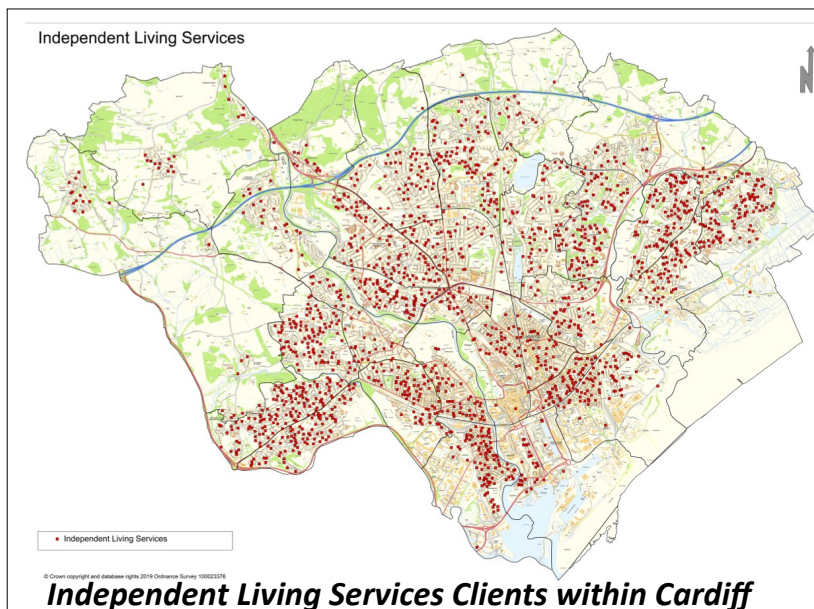


# People

## Supporting Independence

### Information, Advice and Assistance

**Independent Living Services** is an innovative approach to helping older people remain independent and delivering services based on what matters to the individual older person. Driven by a person centred approach and aligned to the principles of the Social Services and Wellbeing (Wales) Act 2014, the Service has evolved to incorporate a range of functions as seen below. Full service integration has enabled better access to Council services, assisting more older people to live independently in their own homes and leading to a reduction in the demand for Social Care.



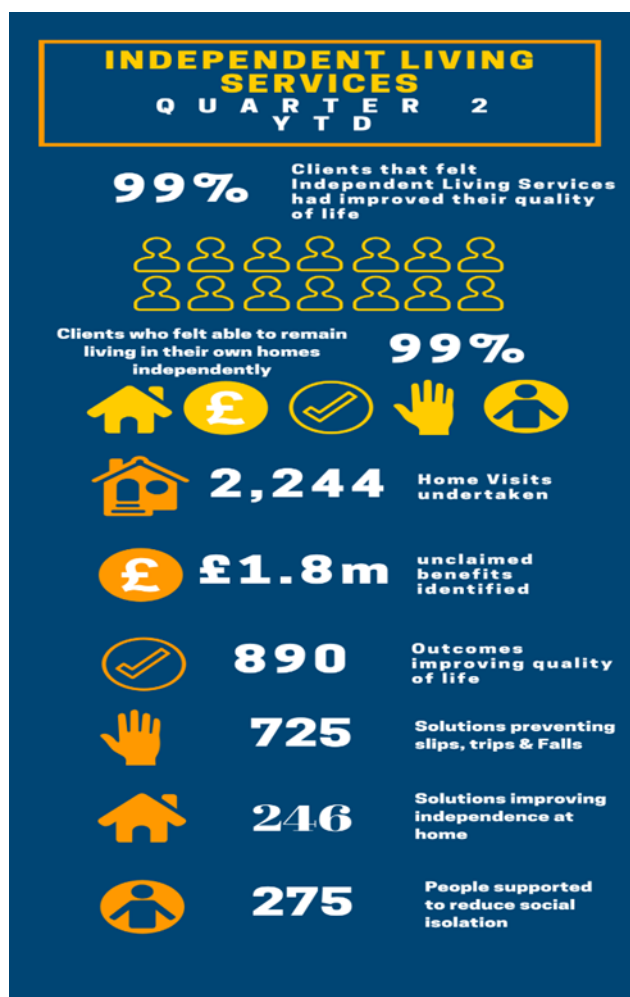
### First Point of Contact

The Independent Living Service's First Point of Contact team provides a telephone-based triage for new referrals into the service. Through the provision of information, advice and assistance, and using better outcome conversations, the team works to find the best solution for the older person.

# People

## Independent Living Visiting Team

In more complex cases, multi-skilled Independent Living Visiting Officers complete holistic assessments in the client's home. Consideration is given to all factors that contribute to independence and a sense of wellbeing.



During the period April to September 2017, 74% of new cases received the help they needed from First Point of Contact and the wider Independent Living teams, with only 26% being referred on to Social Care, showing the success of the service in finding community based solutions to meet the needs of older people.

## CASE STUDY

Mrs I contacted Independent Living Services as she felt that she needed a social worker and possibly a care package to help her. She was struggling with mobility in and around the home and also had issues with her hearing. The First Point of Contact Team arranged for a joint visit with an Independent Living Officer and an Occupational Therapist to undertake a full holistic and wellbeing assessment.

Following the assessment:

- Hand rails were installed, allowing Mrs I to leave her home and access her garden without support.
- Mr and Mrs I were assisted in making a claim for Attendance Allowance.
- Following a hearing assessment, Mrs I was provided with a loud and light up doorbell and vibrating fire alarm.
- Telecare has been arranged to monitor Mrs I when alone at home making her feel safer.

## Findings

Cardiff's Independent Living Services provide a wide range of support focused on helping older people to stay independent at home. Considerable success has been achieved with 75% of clients supported to stay at home without the need for social services intervention.

The Independent Living Service is largely funded by Welsh Government grant and the future of this this funding is uncertain. The future of this service could be threatened if future funding is not secured.

## WE WILL

Continue to develop the Independent Living Service to help older people remain independent at home and work with the Welsh Government to ensure that funding for the service is maintained.

### Support to Stay at Home

A range of support is available to help make the physical environment of an older persons' home more suitable to their needs:

#### Joint Equipment Service

The Joint Equipment Service provides an efficient community equipment loan service to residents of Cardiff and the Vale of Glamorgan.

The service delivers equipment to a person's home following a referral from community or hospital clinicians. It also arranges the collection and refurbishment of used equipment. The service now offers same or next day delivery.



# People

## Disabled Adaptations

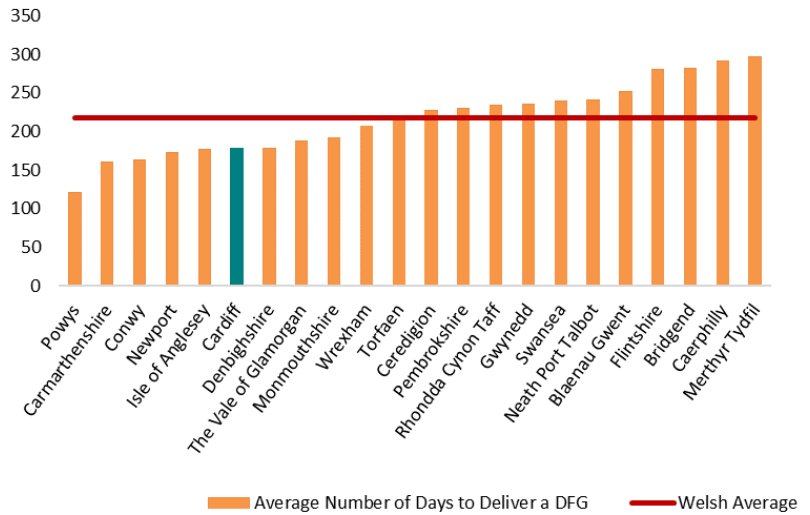
The Disabled Facilities Team delivers a means-tested grant service providing major adaptations to the client's home, to improve movement and access around the house. The Team also provide preventative, low level works such as hand and grab rails. More significant works will be assessed by an Occupational Therapist who will ensure the adaptation fully meets the needs of the older person, while for smaller works Independent Living Officers carry out a trusted assessor role in assessing the needs of the client.

Cardiff's performance for speed of completion of adaptations is good - sixth in Wales at 179 days to deliver and average costs compare very favourably with other councils at £6200, the second lowest in Wales. This shows the good value for money that is being achieved with the funding provided.

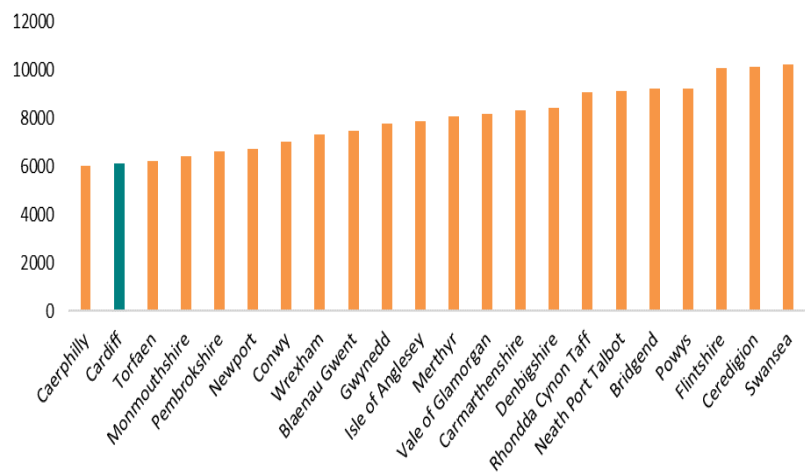
Cardiff Council has recognised the important role that adaptations play in keeping older people independent for longer and increasing their well-being. In 2016/17 an additional £1.9 million was allocated to the adaptations budget.

Cardiff now carries out significantly more adaptations than any other council in Wales, despite this, demand continues to increase and there is need for ongoing commitment to the funding of adaptations if need is to be met. There is also a need to ensure that all equipment and adaptations are recycled when no longer needed to make best use of the funding available.

Average Number of Days to Deliver a DFG



Average Cost of a DFG



# People

For social housing there is a need to ensure that adapted homes are allocated to those who need them most and that new properties are built with future needs in mind. All new Council houses are now built with the potential for through floor lifts and with downstairs facilities, allowing them to be more easily and quickly adapted for the disabled.

To date, 23% of the newly built Council properties have been allocated to households where a family member has a physical disability.

## CASE STUDY

Mr B was discharged from hospital to Residential Care but subsequently decided that he wanted to return to his own home. The Review Occupational Therapist conducted an assessment with Mr B and staff at the care home and at his home with his daughter to check his needs could be met with the use of appropriate equipment and ensured that he was making an informed decision about returning home.

It was established that with the correct package of care and the support of his family Mr B would be able to return home. This has resulted in financial benefits to the Council, but has also enabled Mr B to achieve his desire of remaining in his own home, enhancing his well-being.

## Older Persons' Views

Respondents to the older persons' survey were asked to identify any changes and adaptations which they have made, or are planning to make to their current home that would enable them to remain living there. The adaptations that were most prevalent were:

- Adaptations to bathrooms (23%)
- Grab rails (22%)
- Improved access such as ramps (9%)
- Installation of stair lifts/lifts (8%)

This provides evidence of the types of adaptations that are likely to see growth in demand as the older population increases.

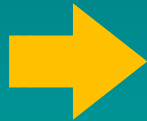
## Findings

Cardiff Council has invested in the provision of home adaptations. The Disabled Facilities Service is working well, delivering adaptations in a timely and cost effective way which compares well with the rest of Wales.

Demand for disabled adaptations is likely to continue to increase putting pressure on existing resources. There is a need to understand future costs of the service and to ensure that adapted homes and equipment are used effectively to meet future needs.



## WE WILL



Continue the Council's commitment to the delivery of disabled adaptations to ensure that older people can remain independent at home.



Work to ensure the best use of adapted homes and to recycle equipment wherever possible. Also review likely future demand on the service to inform future funding arrangements.

### Housing Related Support

For older people living in the community, in standard or age-designated housing, assistance can be accessed through floating support services, Meals on Wheels and Telecare (community alarm and mobile warden services).

### Floating Support

Floating support is available to vulnerable older people to help them maintain their accommodation. The type of support provided includes help with tenancy issues, claiming applicable benefits, as well as assistance to access appropriate health services.

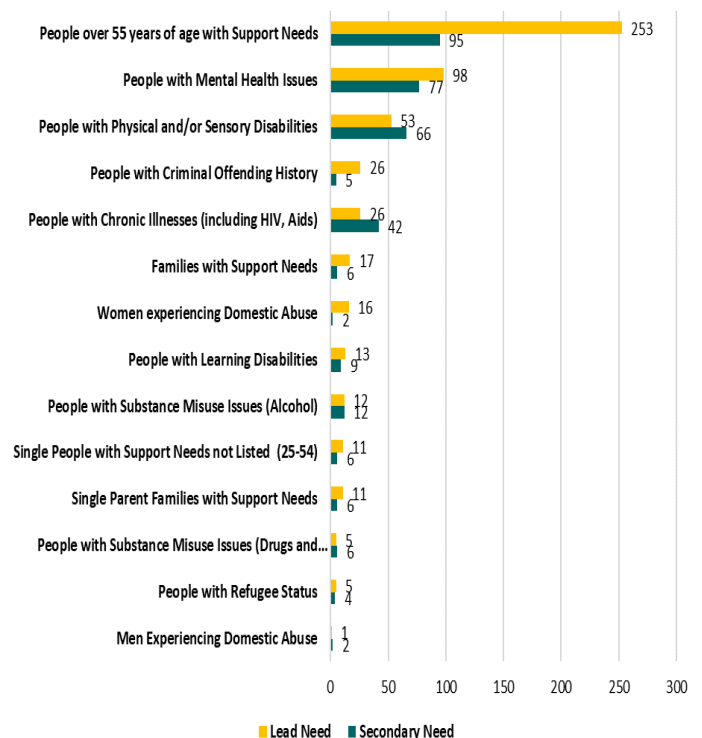
Between April 2017 and March 2018, 515 individuals over the age of 55 received floating support.

The lead and secondary needs of all floating support clients over the age of 55 are recorded in categories set by the Welsh Government and are shown in the adjacent chart.

'People over the age of 55 with support needs'

was the greatest lead need for all clients, however mental health issues were also significant with 98 cases recorded as a lead need and 77 recorded as a secondary need.

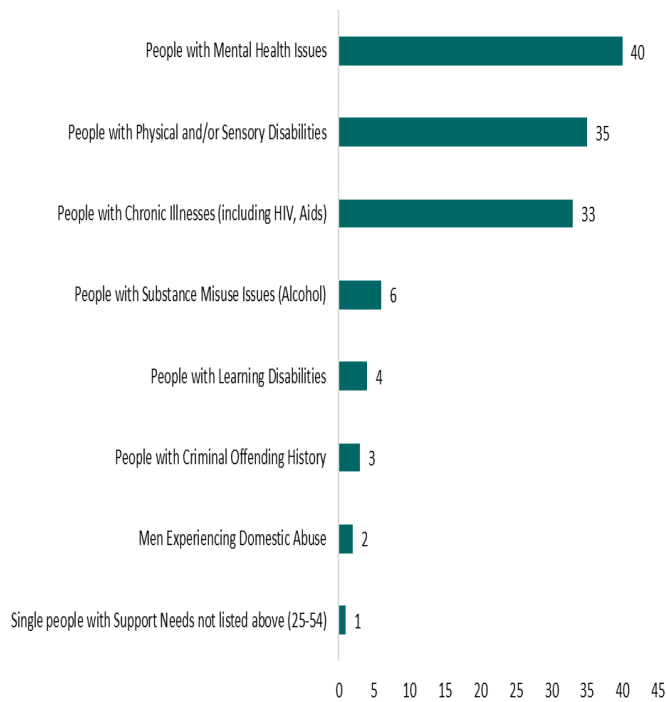
Floating Support - Over 55's  
Lead & Secondary Needs



# People

For those cases where clients had “Over 55 with support needs” the secondary needs recorded are set out below:

Lead Need - Over 55 - Identified Secondary Need



As would be expected, people with physical and sensory disabilities are a notable group, however mental health issues generated the most significant support needs with 40 cases recorded (32% of all recorded secondary needs).

Those clients with mental health issues recorded as a lead or secondary need would include some older people with dementia who require housing-related support; however they are not distinguished from clients with other mental health needs. Further exploration, including sample checking of data would be beneficial to fully understand the individual support needs of this group and ensure that referrals are made to appropriate services.

## Finding

A significant number of older people receiving floating support had issues with mental health.

## WE WILL

Future sample checking of floating support cases will be undertaken to fully understand the individual support needs of those with mental health issues.

## Meals on Wheels

Meals on Wheels is a service helping elderly and vulnerable residents to live independently by delivering hot, nutritious meals across the city on an income recovery basis.



The drivers build up a respectful rapport with clients, providing a welcome and a familiar face and in some instances offering clients a lifeline to the outside world.

Between April and December 2018, **48,610** meals have been delivered and **96%** of customers agree the service has helped them remain independent at home.

# People

## Telecare

A specially trained team of operators and mobile



wardens provide help and support so that older people can continue to live safely and independently in their own homes.

State of the art, easy to use equipment is installed in a customer's home, including a pendant with a push button alarm and a small base unit to contact the team who are available 24 hours a day, 7 days a week. If direct assistance is required, mobile wardens are on hand to provide emergency assistance.

There is an opportunity to extend the use of care enabled technology both in individual dwellings and in older persons' housing schemes to help support independence and wellbeing.

**Over 4,500**  
Customers receive Telecare Services within Cardiff

**From April to December 2018**

**193,672**  
Telecare calls were received

Contact Only  
21% of Telecare Customers

Mobile Response  
79% of Telecare Customers

## Mobile Warden Callouts

Of 3,771 Mobile Warden Callouts

52% of callouts were as a result of customer falls

Only 5.76% resulted in an ambulance being called out

There has been a **£301,200** cost avoidance for the Welsh Ambulance Service so far this financial year.

### Finding

Of 3,771 Mobile Warden callouts, less than 218 (6%) resulted in an ambulance being called out saving the Welsh Ambulance Service an estimated £301,200 so far this financial year.

# People

## Help to Return Home from Hospital

### Step Down

Step Down accommodation offers an interim solution between hospital and home and promotes independent living in an adapted environment. It can offer a short term home solution in a range of adapted flats and can help to reduce hospital bed blocking by enabling medically fit people to leave hospital if adaptations or work is required at their current home, or a re-housing alternative is needed. It can also assist people who need to temporarily leave their current home whilst home adaptations are done. Step Up accommodation can be used to assess a person's physical needs in an adapted environment and allow adaptation work to be completed more efficiently. There are currently 5 flats available with a further 2 ground floor flats in development.

### Get Me Home Service

Building on the achievements of the First Point of Contact in Cardiff, the



new Get Me Home Service is a single access point within the hospital. Working in partnership with Health, Social Care and 3<sup>rd</sup> Sector in the provision of community based services, the team are on hand to meet patients using 'What Matters' conversations to provide holistic tailored support that meets the well-being needs of the individual. They provide preventative interventions, support independent living, patient discharge and reduce the risk of readmission.

## CASE STUDY—Get Me Home Service

Mr D was admitted to the University Hospital Wales following a fall.

The Get Me Home Officer established that what mattered to Mr D was 'feeling safe in his own home'. Mr D explained that his family did not live in Cardiff, so he had no local support. He felt that his only option was a residential placement, to help him feel safe.

Multiple services were identified that could be put in place to meet Mr D's needs at home, while also promoting his independence and well-being. This included:

- **Referral to Telecare**
- **Referral to Independent Living Services Visiting Team-** to carry out an income maximisation assessment. Also to discuss sheltered accommodation options to combat loneliness.
- **Day Opportunities Team-** to build Mr D's confidence in accessing the community independently.
- **Referral to the Community Resource Team** – to assist Mr D back to his previous independence through re-enablement services.

Referrals were also made to combat social isolation and for help managing medication.

These referrals prevented the need for Social Care, reduced hospital bed days and assisted Mr D to continue to live independently and safely.

# People

## Support to Move

### Understanding Older Persons' Aspirations

Of respondents to the older persons' survey, 44% (221) said they were expecting to move and those who took part in focus groups were asked what they thought were the most important aspects of the housing they may be considering moving to. These were:

- **Safety/security (67%).**
- **Having a private garden (66%).**
- **Adequate storage (62%).**
- **Having a garage or parking (62%).**
- **Moving to an area with cafes/shops (61%).**

Other important factors included:

- **Having social opportunities (41%)**
- **Ability to bring pets (39%)**
- **A more accessible home (37%)**

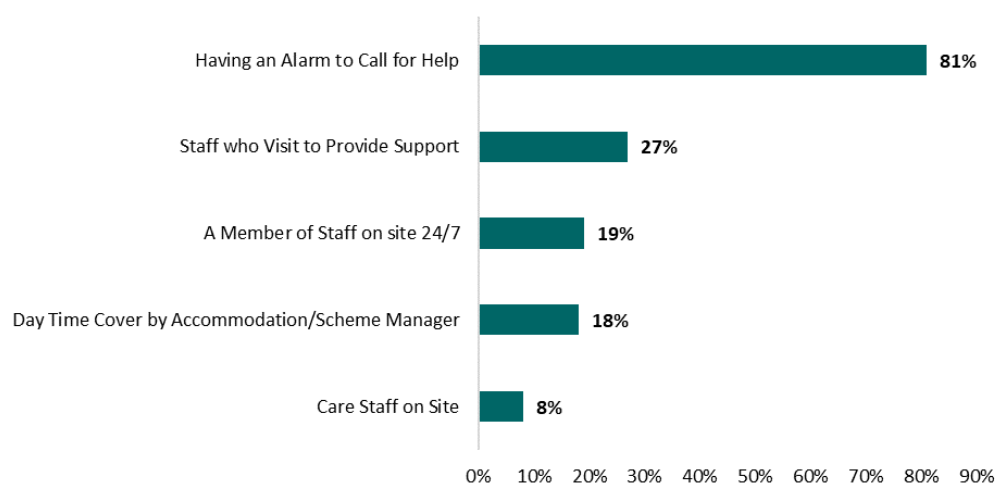
There were however mixed views about moving to older persons' housing. Some participants said they would like to live in housing for older people, but definitely wanted to remain living in a mixed-age community.

Some participants felt strongly about having a garden. Private outdoor space was important, especially as people become less mobile with age.

Those focus group participants who were owner-occupiers said that even if they were interested in downsizing in general, they were put off by what they perceive to be a lack of attractive housing choices. There was interest in extra care housing, but typically as a later move, with concerns raised about the affordability of current models. Some participants expressed concerns about the suitability of retirement housing as people develop more significant care needs.

For those participants who did express an interest in moving to housing designated for older people, the adjacent chart identifies that having an alarm is the most important service that older people are seeking.

**Type of Service Required in Older Persons Housing**





# People

## Advice and Support to Help to Move

The evidence from the primary research with older people indicates that they are seeking:

- Comprehensive information about the full range of housing options for older people, i.e. in addition to renting from social landlords.
- Expert *advice* in relation to older persons' housing options as well as information.
- Access to online and paper-based resources that allow them to weigh up the advantages and disadvantages of different housing options.

There is currently a lack of knowledge and understanding of older persons' housing options. This was re-enforced by the participants of the older persons' focus groups who identified that there are financial, legal and practical issues associated with moving or downsizing and the process can be long, so different help is needed at different stages. They also stressed that that many people do not know about sheltered or extra care housing so may miss out on opportunities and there was a need to better promote the services available.

Amongst owner occupiers there was a desire for comprehensive information and *face-to-face* advice about different housing options that may be suitable for older people.

## Findings

44% of those who responded to the survey said that they expected to move to more suitable accommodation.

Demand for disabled adaptations is likely to continue to increase putting pressure on existing resources. There is a need to understand future costs of the service and to ensure that adapted homes and equipment are used effectively to meet future needs.

When asked, older people were often unaware of the different housing options available and concerned about the financial, legal and practical issues associated with moving. There is a need going forward to improve the specialist housing advice available to older people.

## Downsizing

44% of all respondents to the survey stated they were considering a move in the future, and of these 40% were considering downsizing. Of those considering downsizing, 48% were homeowners compared to just 20% of those respondents currently renting

There are significant benefits to downsizing to appropriate accommodation, not only does this reduce fuel bills and other costs, moving to more accessible accommodation with level access and/ or ground floor facilities can help the older person to stay independent at home for longer. A move to a more central location or nearer to social networks can reduce the risk of social isolation and for homeowners it may release capital.

## Downsizing and Social Housing

Downsizing from social housing has added benefits as it can free up much needed family accommodation for those on the waiting list. Many families are living in overcrowded or temporary accommodation and it is estimated that for each person that downsizes, 2.5 households can benefit from the properties that become available.

At the beginning of December 2018 there were 147 households on the waiting list for social housing who were actively seeking to downsize where the whole household was aged 50+. In addition to those actively seeking a move it is estimated that a further 2,300 social housing tenants aged 65 + are under- occupying their current home by at least 1 bedroom. While the potential housing needs and wants of this

group are unknown, it is clear that there are a significant number of older social housing tenants living in homes that are too big and/ or unsuitable for their current needs.

Facilitating moves by under-occupying tenants to more suitable accommodation could help better address their housing needs and promote independent living, whilst freeing up larger properties for families on the Housing Waiting List.

Under the Cardiff Housing Allocation Scheme, priority is awarded to those who wish to downsize. However current restrictions on the choice available may be preventing many from considering a move. The client survey showed that many older people would prefer to downsize to a 2 bedroom property, although their need may be for 1 bedroom accommodation. Other older people may want more flexibility to move within their own neighbourhood or within their current building or housing scheme. There is a need to consider offering more flexibility and choice to older people who want to downsize.

Also while there is help available for social tenants who wish to move or downsize there is a recognised gap in support for private owners and those renting privately. This will need to be explored further to ensure tenure type is not a barrier to moving to suitable accommodation for older people.

### Accommodation Solutions Team

A pilot Accommodation Solutions Team was set up in 2017, to provide assistance to council tenants who need or want to downsize and who may find the whole process daunting. Tailored solutions are offered, including advice on how to apply for rehousing; home visits; financial incentives and support with removal arrangements. The team also works to proactively identify under-occupiers not already on the Housing Waiting List that may be considering a move. 46 tenants were assisted to downsize, over half of these to older persons' housing. Properties released as a result included 31 three bed houses, 1 four bed house; 2 two bed houses. In addition to helping those on the waiting list the team has also proactively contacted tenants who are under-occupying and as a result 10 tenants have joined the list; 3 tenants have moved.

### Findings

There are considerable advantages to older people in downsizing to more appropriate accommodation and this can play a significant part in helping them to stay independent at home.

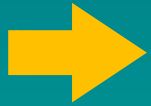
There are large numbers of older people under-occupying social housing whose housing needs and aspirations are unknown, providing them with attractive housing options could encourage them to downsize, providing them with more sustainable accommodation while also freeing up much needed family accommodation.

There is limited support available for home owners and those in the private rented sector to help them to downsize.

There has been some success in assisting older social tenants to downsize. However further work is needed to expand on this success, removing barriers and providing better choice to encourage downsizing.

### WE WILL

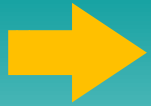
Develop an “Older Persons’ & Accessible Homes Unit” to:



Provide specialist housing advice for all older people, to help them better understand their housing options.



Ensure that high quality advice and information is available on the Council’s websites, in Hubs and through information sessions and events.



Support people with disabilities to access adapted properties.



Support older people to downsize to more appropriate accommodation.



Facilitate exchanges between social tenants through information held on the Housing Waiting List.

# People

## Meeting the Needs of the Most Vulnerable

### Understanding the Needs of the Frail Elderly

As highlighted in the Introduction, the numbers of older people with needs relating to dementia, frailty and physical disabilities is set to rise significantly. Numbers of older people (50+) in Cardiff are projected to increase by 26% overall during the next 20 years, with those in the 85+ category increasing significantly by 94% from 7,600 to 14,700 people.

Projected Number of People Aged 65+ in Cardiff			
Health Condition	Year		Increase
	2015	2035	
Limiting long term illness	17,811	27,525	55%
Obesity	10,704	15,989	49%
Diabetes	7,925	12,253	55%
Dementia	3,598	6,012	67%
Care-related			
Unable to manage at least 1 mobility activity	9,374	15,076	61%
Unable to manage at least 1 domestic task	20,619	32,677	58%
Unable to manage at least 1 self-care activity	16,945	26,770	58%

Parallel to this, with life expectancy increasing, a range of health and care-related conditions is also set to rise significantly over the next 20 years. The table above highlights a rise in dementia as a particular issue with a 67% increase in people over 65 suffering from the disease by 2035. Older persons' mobility is also set to worsen with a 61% rise in the numbers unable to manage at least one mobility activity.

### Effective Targeting of Social Housing

Demand for social housing by older people is high. At the beginning of December 2018, there were 1,736 applicants on the Cardiff Housing Waiting List where the whole household was aged 50+ and 1,108 of these had expressed an interest in older persons' accommodation. Of these more than half had clear need to move, most for medical reasons, and were prioritised on the waiting list. However on average there are only 237 lets of older persons' housing per year. There is a clear need to prioritise social housing for those most in need.



# People

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## Adapted and Accessible Housing

There were 533 people aged 50+ on the Waiting List who were assessed as requiring some form of adapted or accessible housing – 486 needed ‘easy access’ accommodation, 33 needed partially adapted accommodation and 14 needed fully adapted, wheelchair accessible accommodation. This need is likely to grow in the coming years with the increase in frailty of the older population.

The Cardiff Accessible Homes Service matches those needing accessible properties with the homes that become available to ensure that best use is made of the properties available. Work has been undertaken recently to mainstream the waiting list for adapted homes, ensuring that there is no duplication and that clients with a disability can be considered for all suitable homes, not only those that have already been adapted. Adapted properties are now categorised into 3 levels to better identify suitable properties and when a property becomes vacant consideration is given to the potential for further adaptations to meet the increasing demand for fully adapted accommodation.

Tenants living in properties with adaptations that they no longer require are given priority on the Waiting List and assisted to find more suitable accommodation, to increase movement and the availability of adapted accommodation for those who need it.

## Sheltered Housing

The facilities most commonly found in existing sheltered housing provision are alarms; communal lounges; laundries; guest rooms and lifts, reflecting the historic design of the stock. Less prevalent are restaurants, activity rooms and assisted bathrooms, features typically found in extra care housing.

Extra Care facilities can be expensive both to build and to operate and it is possible that with some adaptation the current sheltered housing schemes could offer a lower cost alternative and still meet the needs of the frail elderly. This could involve the development of “Sheltered plus” or “Extra Care Light” either using existing scheme or in the new build developments.

Provision of on-site support in sheltered housing varies. While previously a typical sheltered housing scheme would have offered day time warden support, this is no longer the case. This change is largely due to funding changes in relation to the Supporting People programme and a move away from funding support linked to specific types of accommodation.

While Cardiff Council has committed to maintaining the presence of a scheme manager at its sheltered housing and has recently enhanced the support provided at these schemes, some other social landlords are reviewing and withdrawing their on-site support. The changes to on-site support provision may reduce the ability of sheltered housing schemes to meet the growing needs of the older population and further work is needed to identify the impact of this.

## People

Future provision of support may be influenced by the UK Government's funding proposals for sheltered and extra care housing with housing costs continuing to be met through housing benefit but with a yet to be determined 'cap' on overall rent and service charges, and specifically the extent to which the Welsh Government will have discretion about how such a policy is to be implemented in Wales; and also the extent to which residents are willing to pay for additional support services, which are not eligible for housing benefit.

### Red Sea House

Red Sea House is a Taff Housing Association scheme comprising of 15 self-contained flats, specifically designed and run for the needs of older people from Black Asian & Minority Ethnic (BAME) communities. Staff are able to communicate with the tenants in their primary language, religious needs are catered for in the design of the building and support service and staff have enhanced cultural awareness.

Red Sea House was originally developed to provide a service for Somali Elders close to their community and established networks in order to meet their specific needs. The scheme has developed over time and is now open to individuals and all genders from Black, Asian and Minority Ethnic groups provided they meet the requirements for retirement housing.



## Findings

The provision of on-site support in Sheltered Schemes will be important in meeting the increasing needs of the older population, funding changes have already resulted in some reduction in support available and if this continues it will impact on the ability of sheltered schemes to meet the growing needs of older clients.

There is an opportunity to provide different models of support such as "Sheltered Plus" or "Extra Care Light" as options to meet the range of need of the older population.

## WE WILL

Review the provision of support in sheltered schemes to ensure it is meeting the future needs of the older population and explore the opportunity to upgrade some existing sheltered housing schemes to "Sheltered Plus" or "Extra Care" Light, to a greater level of need.

# People

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## Allocation of Sheltered Housing

Some older people have shown a preference to move to older person housing for reasons of safety and security and sheltered housing has a key role to play in meeting these needs, however while considerable information is held about the physical needs of older people on the waiting list there is limited information relating to social isolation and wellbeing and these are currently not recognised for allocation purposes.

There is also a lack of information on the housing aspirations of older people in terms of type of accommodation that they would wish to live in. While demand for social housing is high it takes on average 3 offers to let age designated properties and 4 offers to let sheltered housing, showing that offers made are not meeting the needs or aspirations of older people.

Changes are proposed to the management of the social housing waiting list to better reflect the housing *choices* (in terms of property type) and *needs* (in terms of social isolation, safety and security). Additional information will be sought from both new and existing applicants so that properties can be better targeted toward those who need them most for both physical and wider wellbeing reasons.

To assist with this, clear descriptions of accommodation types and what they offer will be developed, together with an interactive map showing the location of and facilities offered in each sheltered housing complex.

Effective, face to face advice during the application process should help ensure that older applicants make more informed housing choices.

Changes to the Allocation Scheme will be considered to better reflect the wider needs of older people, while this will still include age criteria and medical needs, social isolation, and the need for safety and security would also be considered. The older person's social care needs and frailty will also be recorded and taken into account.

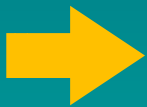
A pilot exercise was undertaken in which older housing applicants were asked to provide more information about the type of accommodation that they wanted to be considered for. 76% of applicants actively chose general needs accommodation, 81% chose Independent Living (age designated) and 29% chose Community Living (sheltered). Reasons given for choosing Community Living included the services on offer; social opportunities; security and mobility/safety.

### Findings



The current social housing allocation process does not take into account the housing choices of older applicants and wellbeing issues such as social isolation and the need for safety and security are not fully recorded or reflected in the allocations process. There is a need to review the waiting list and allocation arrangements to fully reflect the housing choices and the wider needs of older people.

### WE WILL



Improve the allocation of older persons', extra care and adapted accommodation, increasing the information available about individual needs and aspirations and ensuring that those most in need are prioritised.



Better reflect the housing choices and wider social needs of older people within the social housing allocation policy, taking into account social isolation, support networks and the need to remain within their community. Ensure the policy supports those who wish to downsize.

# People

## Extra Care Accommodation

Housing with Care or “Extra Care” accommodation in Cardiff is currently let under separate arrangements to other social housing stock and separate waiting lists are held and maintained by the RSL landlords. Applications are considered from people aged 60+ including those referred by the Council’s Adult Services, the RSL landlord or any other party (including self-referrals). Applicants not already in receipt of support from Adult Services are assessed to establish their housing circumstances and care and support needs and to confirm their eligibility to join the waiting list.

Eligibility is based on a need for services which cannot be provided within the community, without which support in a residential setting would be required. Applicants not currently in receipt of a formal package of care may still be eligible if care is provided informally.

Allocations are made by a panel consisting of Adult Services and landlord representatives. Adult Services’ current clients with the most immediate rehousing needs are considered before other applicants on the waiting list.

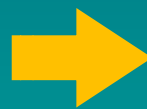
Due to the separate waiting list arrangements the information available about those waiting for housing and their needs is not readily available. The Housing LIN review found that “*there is an ongoing issue in relation to the accuracy and use of waiting list data for extra care housing*”. It is unclear whether needs could be met through sheltered or other accommodation. It is also unclear whether extra care housing is actively promoted as an alternative to residential accommodation.



**Linc Cymru’s Extra Care Scheme’s  
Plas Bryn and Llys Enfys**

Application and waiting list arrangements for extra care accommodation need to be reviewed to ensure that the demand for this type of accommodation across the city is fully understood and that availability is promoted to make best use of this important resource.

## WE WILL



Carry out a review of the allocation of Extra Care Housing, including the introduction of a central waiting list and clear allocation policies.



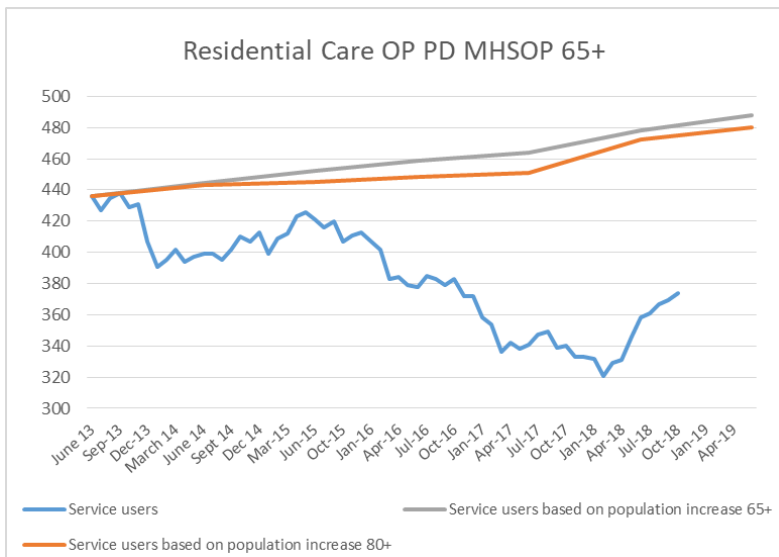
Actively promote Extra Care Housing as an alternative to residential care and as step down from hospital.



## Residential and Nursing Care

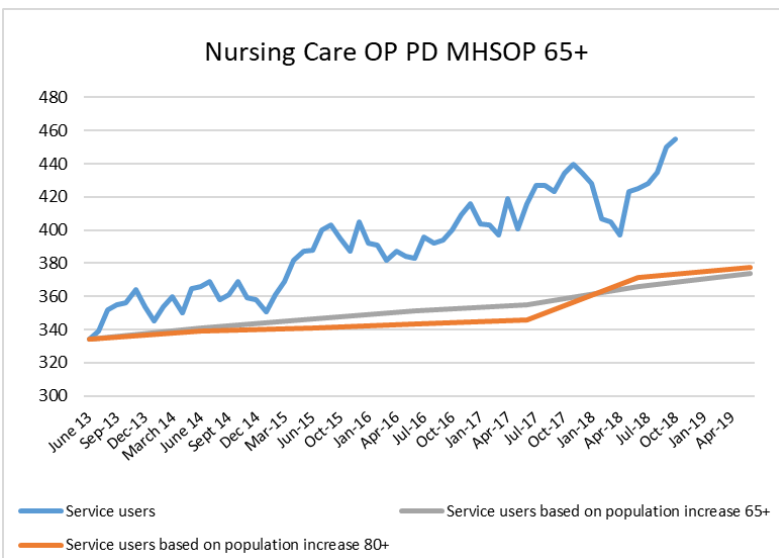
Residential and nursing care is provided in care homes registered with and regulated by Care Inspectorate Wales. It provides accommodation, care, support and health services (in the case of nursing homes) for people with high levels of disability and ill health. A significant proportion of people living in care home accommodation will be living with advancing dementia, often in addition to physical frailties. Care home residents either move into care homes under private arrangements, or as a consequence of assessments and care planning undertaken by Social Services and for health services.

### Local Authority Funded Care Placements



As at 27/10/2018, there were 455 funded nursing placements and 374 funded residential placements. The average age of people in receipt of nursing care was 83 years, whilst the average age of people in receipt of residential care was 71 years. Adults aged 65 years or over were on average supported for 657 days in nursing care and 949 days in residential care.

Over the last 5 years, the actual number of nursing care placements has increased beyond the level that would have been anticipated, based on projected population increases.



The actual number of residential care placements has decreased markedly over the period, in contrast to the projected numbers. The fall in the numbers entering residential care is the result of services now being available in the community to keep people out of institutionalised care for longer. The Council is able to support increasingly frail people at home until the point where they require nursing care.

## People



### Residential Care and Nursing Homes in Cardiff

Top: Sunrise of Cardiff & Woodcroft

Bottom: Ty Dinas & Heol Don Care Home

### Future Provision

The needs assessment undertaken for this strategy estimates a need for **655 additional nursing home beds**, if current models of provision do not change. This is very challenging as the residential and nursing care sector, in common with the NHS, experiences significant difficulties in recruiting and retaining the right quantum and quality of nursing workforce. There is a need to review current models of care home provision, and models of workforce, to develop innovative and creative accommodation, care and health services which can meet the needs of our most frail and vulnerable residents. Additionally, there is a need to ensure people who can be re-abled to live more independently with support are assisted to do so.

## WE WILL



Develop residential re-ablement provision to ensure no-one moves into long term residential care without thorough assessment of their needs in a short term residential setting.



Undertake a detailed review of creative options for accommodation, care, support and nursing for Cardiff's most frail and vulnerable residents.



Develop innovative models of care and support and nursing services which enable people to remain in their own homes and communities and provide the very highest standard of care homes for people with the most complex needs.



Further explore the use of new technology to help people remain independent at home.

# The Importance of Community

## The Impact of Social Isolation

Various factors such as disability and the loss of friends and family can make older people especially vulnerable to loneliness and social isolation and this can have a detrimental effect on their health and wellbeing. Research has highlighted social isolation as comparable to health risks such as smoking and alcohol consumption. A range of services targeted at alleviating social isolation have been developed by Cardiff Council.

## Community Hubs

Cardiff's Community Hub project has joined up Council and partner services to provide comprehensive local provision based on the needs of the area. Cardiff Council has 12 Hubs within the city. Central Library Hub is based in the city centre, with a further 11 Community Hubs based throughout the city in the areas of greatest need.

As well as providing advice the Hubs have an important role to play in encouraging community participation and there are a variety of activities held in the Community Hubs that are targeted towards Cardiff's older population. Studies have shown that intergenerational contact is very effective in combatting loneliness and social isolation.



Both older people and children have benefited from the interaction during intergenerational parties and events held in the Hubs.

## Wellbeing Wednesday

Llandaff North and Gabalfa Hub hosts a Wellbeing Wednesday every week, with activities that are specifically aimed at the over 50's. This includes a gardening and lunch club, an over 50's weights class and a stroke clinic. Age Connect also facilitate a nail care service. Information is also provided regarding meals on wheels, the community nursing team and Telecare. United Welsh Housing provide wellbeing sessions in which customers are assisted to make connections with the community and with recreational activities and hobbies they may be interested in. There are also plans to deliver intergenerational yoga classes in the near future.

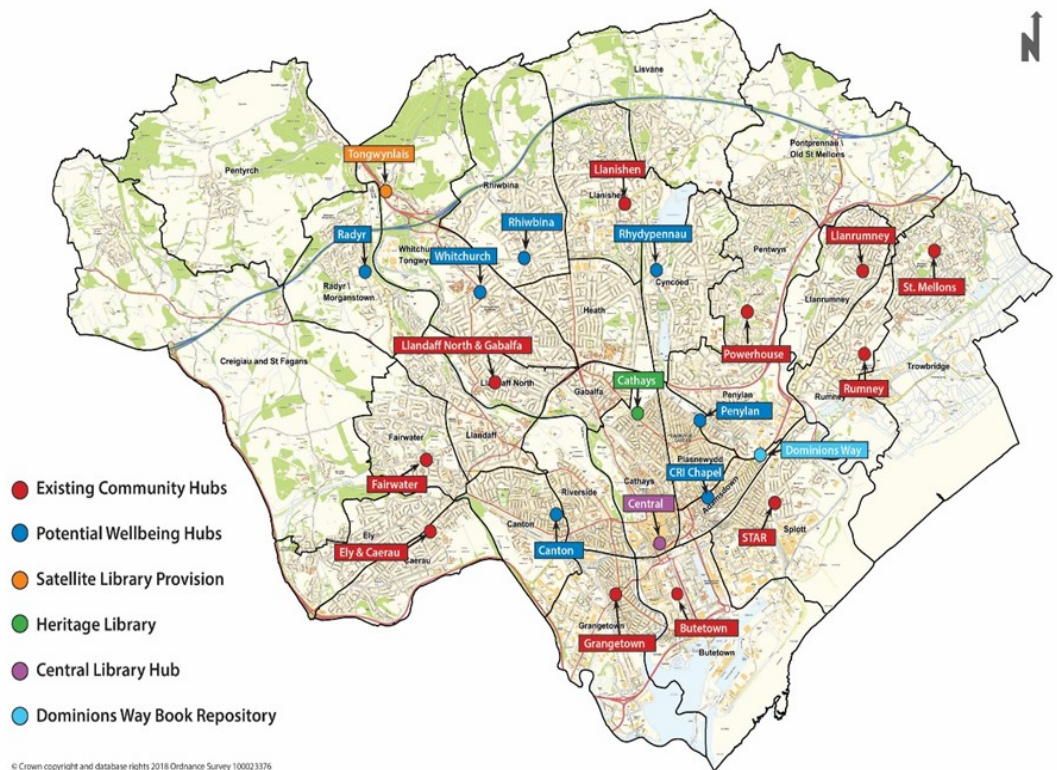




# The Importance of Community

## Community Wellbeing Hubs

It is recognised that with the increasing older population and problem of isolation there is a need to extend the Hub programme to other areas of the city with a focus on wellbeing, community engagement and independent living. The current branch libraries in the north and west of the city will be used as a base for the new services.



**The map above shows the existing community hubs and sites of potential wellbeing hubs.**

Community Wellbeing Hubs will:

- Offer advice on Independent Living
- Engage the community through events and activities for older people
- Involve partner organisations, community groups and volunteers to enhance service provision
- Play a lead role in social prescribing for GP’s

As well as the Community/Well-being hubs development, four new Community Inclusion Officers will be employed to provide ‘hands on support’ for local groups based/anchored at the Hubs to:

- Co-ordinate engagement opportunities
- Build local knowledge and networks
- Help develop ‘active citizen’ opportunities
- Link with other community based services

# The Importance of Community

## Health and Wellbeing

A new Health and Wellbeing service will be provided, developing events and activities targeting the wellbeing needs of Cardiff's citizens. The service will also support Cardiff's Hubs to positively impact on the Aging Well agenda and support the aims of the Dementia Friendly city approach. This will include:

- Dementia Information points to be created in all Hubs in collaboration with Alzheimer's Society
- Implementation of Dementia Support sessions within Community Hubs, in collaboration with Health partners, to provide informal opportunities to those affected by dementia and their carers to receive help and effective referral in order to enable individuals to "live well with dementia".
- Hub staff to receive Dementia Friends awareness training
- Delivery of Dementia Cafés within Hubs
- Providing access to resources and information including Reading Well Books on Prescription (Dementia) as well as Reading Well Books on Prescription (Mental Health) which will launch in 19/20

The service will also facilitate the Hubs to provide further bespoke advice and support services for older people. This will include health information and resources, intergenerational activities and support for carers to maintain their own wellbeing through providing events and activities. Priority will be given to tackling the social isolation that can negatively affect this demographic and activities to bring networks of people together will be delivered.

The Alzheimer's Society's Dementia Friends programme is an



initiative designed to change people's perceptions of dementia. It aims to transform the way people think, act and talk about the condition.

Public understanding of dementia can be poor and people with dementia can often feel misunderstood, marginalised and isolated. Becoming a Dementia Friend simply means finding out more about how dementia affects a person and, armed with this understanding, doing small everyday things that help.

## Day Centres

Cardiff Council operates three day centres that provide services to older people with high care and support needs.

**Minehead Road Day Centre** in Llanrumney was the first centre to benefit from refurbishment works under the Day Opportunities Strategy.



**Grand Avenue Day Centre** in Ely has recently been refurbished to create a specialist dementia centre, in partnership with Cardiff & Vale University Health Board. It now provides improved support to individuals and their carers.



Refurbishment works commenced at **Fairwater Day Centre** in January 2019 and it is due to re-open in Summer 2019.



# The Importance of Community

## Day Opportunities Team

The Day Opportunities Team within the Independent Living Service provides one to one support to



help older people to reconnect and remain part of their community. The team helps clients to find and participate in activities that they are interested in, through the provision of short-term assistance and targeted intervention.

## Social Prescribing and Wellbeing Services

Social Prescribing Services allow medical and other professionals to “prescribe” community based solutions for their clients, often to combat low level mental wellbeing issues or social isolation.

During 2018/19 a new approach to social prescribing will be piloted in Cardiff and the Vale to increase the accessibility of the services available. The Independent Living Service will provide a new, single point of entry for social prescribing in Cardiff. This web and telephone based service will enable individual people or professionals to search for relevant well-being services. This new service will include 24 hour access to a ‘chatbot’ function on the website and also secure community access points in GP practices, pharmacies, hubs and other community buildings for people to self-refer where appropriate.

## Befriending Services

Charities and organisations provide befriending or similar services that can help to reduce a person’s loneliness or social isolation. Some services are aimed at specific groups including people suffering from Alzheimer’s or dementia, those affected by sight or hearing loss, veterans and their families, and members of the Black, Asian and Minority Ethnic community in Wales.

### Age Connect Befriending Service

Cardiff Council funds a befriending service for older people through Age Connect. For the period April to September 2018, 166 clients were assisted by this service. Some of these clients have described what the service means to them.

**“It’s made a big difference. I like to go out walking, and my family don’t like me to go on my own. It’s something to look forward to”**

**“It has improved my self-esteem and confidence”**

**“It has made a big difference to me as I hardly saw anybody”**

# The Importance of Community

## Community Living Schemes

The opportunity to use Council Community Living schemes as a locality 'hub' for residents and older people in the surrounding area is being piloted at the refurbished Sandown Court complex. The remodelled communal space will offer a range of services and activities for older people living in and around the scheme, provided in partnership with Health and Social Care and aimed at promoting independence; enhancing quality of life; keeping residents fit and healthy and reducing social isolation and loneliness.

This will include visiting services such as health (blood pressure checks, sight and hearing tests, chiropody); hairdressing and drop-in surgeries on topics such as budgeting, energy efficiency and Council services. Classes may be offered, for example basic computer skills, fitness and first aid. Health activities have already begun at Sandown Court with eye tests being carried out at the scheme via Specsavers. To aid and assist residents with movement and falls prevention, Tai Chi and low impact fitness training is being delivered on site.



Residents of Worcester Court enjoying Gardening Club

## CASE STUDY

Mr M has lived in Sandown Court for 15 years. When he moved into the complex he lived in a bedsit, but he has now moved to a flat and since the recent refurbishment the size of his flat has increased. *"I was over the moon, I now have a flat and a half! I can't fault the finish"*.

Mr M said that there have been new people moving in, they are welcomed into the community *"we have breakfast club, the afternoon movie club it helps people gel, I'm hoping we do some bingo as well."*

Each flat is connected to the CCTV cameras and Tunstall Care-line intercom system, the system is also connected to smoke and heat detectors. *"If someone knocks my door I can quickly check on the CCTV who they are. If I don't know them I'm not letting them in!"*

There is a community spirit in the complex and Mr M is very well known *"I painted the benches in the gardens when the complex refurbishment was officially opened and if someone needs help with flat pack building or to change a lightbulb I'm always happy to help."*

# The Importance of Community

## Findings



Connection to the community is key to the wellbeing many of older people.



Cardiff has a wide range of services to help prevent social isolation and promote wellbeing; many of these are based around the Council's Community Hubs.



A number of new initiatives are being developed to further this, including new community wellbeing hubs in the north and west of the city and proposals to open the facilities in older persons housing complexes to the wider community.

## WE WILL



Make better use of Council Community Living schemes to offer services to the wider community, in partnership with Health, Social Care and third sector partners.



Build on the Community Hub programme by developing Community Wellbeing Hubs in the north and west of the city providing a range of advice and social activities for older people.



Pilot a new approach to social prescribing ensuring that individuals and professionals have easy access to wellbeing services in the community.



Continue to be a dementia friendly organisation by ensuring all hub staff receive Dementia Friends awareness training.

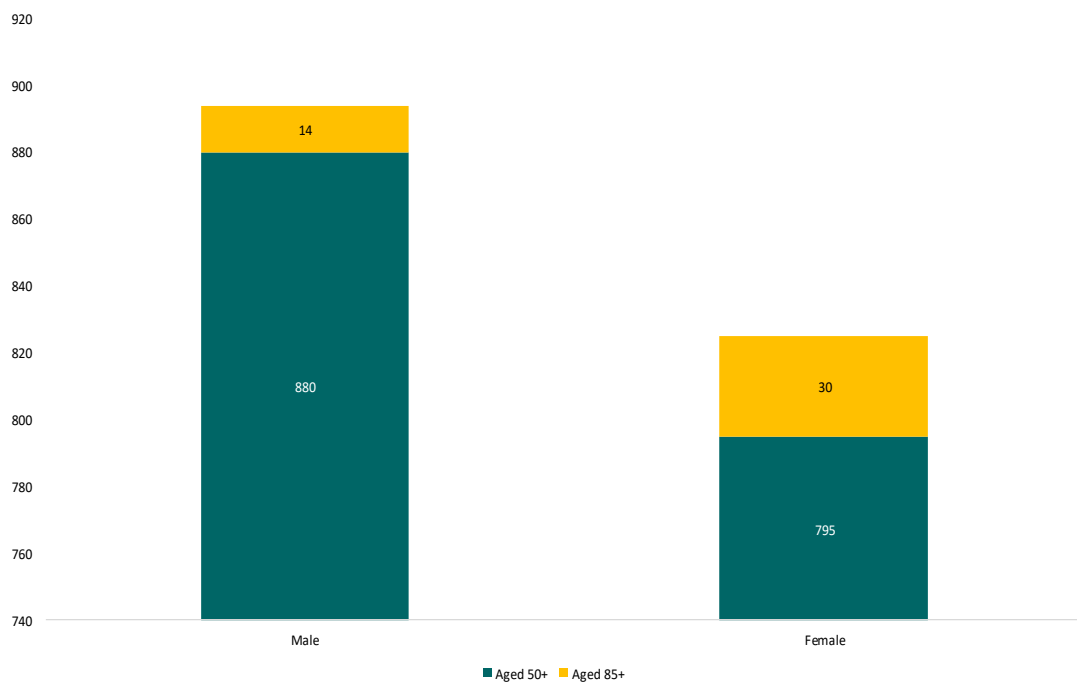
# Equalities

## Age

In September 2017 a profiling exercise of sheltered accommodation tenants was undertaken. The adjacent table shows a breakdown of the age of the tenants profiled, compared with the wider Cardiff population. More than half of the tenants were over the age of 70 showing that the accommodation is meeting the needs of the older elderly population.

AGE	Sheltered Housing Population		Cardiff Population	
	Number	%	Number	%
50-59	93	8%	41,200	38%
60-69	365	32%	31,800	29%
70-79	347	30%	21,200	20%
80-89	256	23%	11,800	11%
90+	71	6%	2,700	3%

Older Applicants by Age and Gender  
Cardiff Housing Waiting List



## Waiting List Applicants

There are currently (December 2018) 1,719 households on the waiting list where every member is aged 50 or over and therefore eligible for older persons' housing (22%). This shows that older people are well represented on the waiting list. 18% of all lets were made to this group.

Of the 1719 households, only 44 are aged 85 and over (1% of the waiting list). This compares to 2% of the Cardiff population aged 85 and over. The Older Persons' and Accessible Homes unit will help ensure that the housing needs of the older elderly population are fully considered.

# Equalities

## Ethnicity

The tables below show the ethnicity of the Cardiff Population taken from the 2011 Census and the results of the 2017 profiling exercise of sheltered accommodation tenants. We cannot directly compare this to the ethnicity of the Cardiff Population due to the differing ethnicity categories, however it does broadly demonstrate that BAME citizens are well represented within the schemes.

Analysis of the Cardiff Housing Waiting List (and subsequent lets) data also broadly mirrors the diversity of the Cardiff population.

**Ethnicity of Population Aged 50+**

Ethnicity	Number	%
White	93,096	93.5%
Mixed/multiple ethnic group	1157	1.2%
Asian/Asian British	3471	3.5%
Black/African/Caribbean/Black British	1154	1.2%
Other ethnic group	740	0.7%
Total aged 50+	99,618	100%

Source: 2011 Census, Table LC2101EW

**Ethnicity of Residents living in Cardiff's Sheltered Schemes aged 50+**

ETHNICITY*	Number	%
White British	926	85%
White Other	20	
Black/Black British	48	4%
Asian/Asian British	26	2%
Any other mixed	6	1%
Other	30	3%
Not stated	61	5%

## Religion

The adjacent table shows a breakdown of the religion of waiting list applicants aged 50+ and the Cardiff population aged 50+. There are some significant differences, not least the high number of waiting lists applicants for whom religion is not stated.

There is a need to improve the recording of religion on the waiting list. There is also a need to better understand how religion affects housing need.

Religion	Waiting List	%	Cardiff Population	%
Christian	477	28.0	69,747	70.0
Buddhist	4	0.2	345	0.3
Hindu	3	0.2	724	0.7
Jewish	3	0.2	405	0.4
Muslim	34	2.0	2,503	2.5
Sikh	1	0.1	197	0.2
Other religion	32	2.0	322	0.3
No religion	211	12.0	16,728	16.8
Religion not stated	954	55.0	8,647	8.7
Total	1719	100.0	99,618	100.0

## WE WILL



Work to better understand how religion affects housing need.



# Equalities

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## Physical Health

The numbers of older people in Cardiff with physical disabilities are projected to increase significantly, with numbers unable to manage at least one mobility activity set to rise by 61% over the period 2015 to 2035.

As at December 2018, there were 533 (31%) people aged 50+ on the Cardiff Housing Waiting List assessed as requiring some form of adapted or accessible housing – 486 needed ‘easy access’ accommodation, 33 needed partially adapted accommodation and 14 needed fully adapted, wheelchair accessible accommodation.

In 2017/18, 49 (19%) of the 258 lets made from the Cardiff Housing Waiting List to disabled applicants aged 50 and over were adapted or easy access properties.

As set out in the strategy, the Older Persons’ and Accessible Homes Unit will support people with disabilities to access adapted properties.

The Council’s new build plans include a commitment to ensure all developments provide flexible, accessible homes that are able to adapt around a persons’ changing needs.

## Mental Health

In 2017/18 for those people over the age of 55 receiving floating support, mental health issues were a significant support need with 98 cases (18%) recorded as a lead need and 77 (23%) recorded as a secondary need.

Mental health issues were also the greatest secondary need of clients whose main reason for requiring support was that they were over the age of 55, with 40 cases recorded. There is a need going forward to examine this data further to ensure that individual support needs are identified and that appropriate referrals are made.

A significant number of older people receiving floating support had issues with mental health. Future sample checking of cases will be undertaken to fully understand the individual support needs of this group to inform future services.



## Next Steps

The 'We Will' objectives found throughout this strategy will form the basis of a four-year action plan, to be developed with partners. The action plan will provide details of the key activities to be carried out and identify clear outcomes, along with lead responsible officers and/or organisations. Implementation will be closely monitored and the action plan reviewed and updated as necessary. The Council cannot deliver the strategy in isolation and partnership working will be essential to ensure that the best outcomes and solutions can be reached.

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg

